

Help-Desk

Objection

- To develop a help-desk application
- The application will be used by non-technical persons for online support
- The application will have a client-server architecture

Requirements

ID	Requirements
REQ_1	Users
REQ_1.1	The application shall support two types of users: anonymous users and help-desk users
REQ_2	User Authentication
REQ_2.1	The application shall be able to authenticate help-desk users
REQ_3	Automatic selection of help-desk user
REQ_3.1	The help-desk system shall be able to assign for each anonymous user an online helpdesk user
REQ_4	Anonymous users
REQ_4.1	Anonymous users shall be capable to send text messages to their assigned online helpdesk users

Requirements

ID	Requirements
REQ_5	Help-desk users
REQ_5.1	Help-desk users shall be capable to send text messages to a selected one of their anonymous users
REQ_5.2	A help-desk user shall be capable to send a message to another help-desk user
REQ_5.3	Help-desk user shall be capable to transfer non-authenticated user to another help-desk user
REQ_5.4	The application shall be able to display the help-desk sender and the help-desk recipient for each message between help-desk users
REQ_6	Network Communication
REQ_6.1	The client communicates with the server using the TCP protocol

TESTING

Requirement Review

- Implicit Requirements
 - Security
 - Performance Requirements
 - Response Time, Workload, Scalability, Platform
- Missing Requirements
 - Configuration
 - Deployment

Designing Test Cases

- The purpose of the test.
- Special requirements
 - Hardware or Software
- Specific setup or configuration requirements
- Testing methodology
- A description of how to perform the test
- The expected results or success criteria for the test

Test Case

- Example
 - Req_1.1 (User Authentication)
 - Methodology: Decision Table (reference to decision table)
 - Test Case:
 - Test Case 01
 - » **Title**
 - Login with empty username and password should fail
 - » **Steps**
 - Make user name and password field empty
 - Click sing-in button
 - » **Expected Output**
 - “Enter your user”

Execution

- Req_1:
 - Test Case 01
 - User Name <Empty>
 - Password <Empty>
 - Clicked sing-in
 - Expected Output
 - “Enter your user”
 - Real output
 - “Enter your user”
 - Test
 - Pass