| Test scenario | Test Scenario Description | Test_case_Id | Test Case Description | Test Case Steps | Actual Output | Status | Note |
|---|---|---|---|---|---|---|---|
| 1 | **Navigation/Menu/ui** | 1.1 | main menu must have My Account<br>,Airtime top up,Fund Transfer,Transfer to Tele Birr, ,Loan Enquiry & Repayment<br>,My Service<br>and Exit options | 1.Open the phone's dialer application.<br>2.Dial the USSD code for our service.(*918#)<br>3.Verify that the main menu options are listed exactly as expected, with the corresponding numbers for selection (1-6,0 in this case). | All seven options ("My Account", "Airtime Top Up", "Fund Transfer", "Transfer to Tele Birr", "Loan Enquiry & Repayment", "My Service", and "Exit") are displayed correctly. | Pass | |
| | | 1.2 | when user selects "My account option", the system should give Balance Enquiry and Mini Statemen options | 1.Open the phone's dialer application.<br>2.Dial the USSD code for your service.<br>3.Verify the main menu options are displayed.<br>4.Select the option for "My Account" (usually by entering the corresponding number).<br>5.Check that the submenu for "My Account" appears, containing the following options:<br>1.Balance Enquiry<br>2.Mini Statement | Both "Balance Enquiry" and "Mini Statement" are listed as options within the "My Account" submenu. | Pass | |
| | | 1.3 | if user select either of 1.Balance Enquiry<br>2.Mini Statement the system should give select account option that has list of the user accounts | 1.Open the phone's dialer application.<br>2.Dial the USSD code for your service.<br>3.Verify the main menu options are displayed.<br>4.Choose "Balance Enquiry" or "Mini Statement".<br>5.Verify that the USSD service prompts you to select an account from a list, displaying the last 4 digits for identification. | The USSD service prompts for account selection before proceeding with the chosen action (Balance Enquiry/Mini Statement). "You have multiple accounts. Please select the account for [Balance Enquiry/Mini Statement]:<br>Account 1 (Last 4 digits)<br>Account 2 (Last 4 digits)" | Pass | |
| | | 1.4 | when user select Air Time top up, it should give 1. ethio telecom | 1.Open the phone's dialer application.<br>2.Dial the USSD code for your service.<br>3.Verify the main menu options are displayed.<br>4.Select the option for "Airtime Top Up".<br>5.Check that the next screen displays "1. Ethio Telecom" or a similar clear identifier for Ethio Telecom as the mobile operator for top-up. | 1. Ethio Telecom" (or equivalent) is displayed as the option for Airtime Top Up. | Pass | |
| | | 1.5 | This test case verifies that the navigation flow for airtime top-up after selecting Ethio Telecom is clear, intuitive, and free from confusion. | 1.Open the phone's dialer application.<br>2.Dial the USSD code for your service.<br>3.Verify the main menu options are displayed.<br>4.Select the option for "Airtime Top Up".<br>5.Check that the next screen displays "1. Ethio Telecom" or a similar clear identifier.<br>6.Select the option for "1. Ethio Telecom" (or equivalent).<br>7.Evaluate the clarity of the instructions and options presented at each subsequent step of the top-up process. This may include:<br>Entering the recipient's phone number<br>Entering the top-up amount<br>Confirmation screen details<br>Confirmation options<br>Success/error messages | The navigation flow for airtime top-up after selecting Ethio Telecom is clear, concise, and easy to follow. Users should not encounter any confusion or ambiguity throughout the process. | Pending | |
| | | 1.6 | when user select fund transefer from main menu, the system should show 1.omo bank, 2.other banks option | 1.Open the phone's dialer application.<br>2.Dial the USSD code for your service.<br>3.Verify the main menu options are displayed.<br>4.Select the option for "Fund Transfer".<br>5.Check that the next screen displays the following options:<br>Omo Bank<br>Other Banks | "Omo Bank" and "Other Banks" are listed as options for fund transfer. | Pass | |
| | | 1.7 | Transfer to Tele Birr Options<br>Description: This test case verifies that upon selecting "4. Transfer to Tele Birr" from the main menu, the system displays two options:<br><br>To Own Tele Birr Account<br>To Other Tele Birr Account | 1.Open the phone's dialer application.<br>2.Dial the USSD code for your service.<br>3.Verify the main menu options are displayed.<br>4.Select the option for "4. Transfer to Tele Birr".<br>Check that the next screen displays the following options:<br>To Own Tele Birr Account<br>To Other Tele Birr Account | The USSD service presents the user with these options for transferring funds using Tele Birr. | Pending | |
| | | 1.8 | This test case verifies that selecting "Loan Enquiry & Repayment" from the main menu displays two options:<br>Loan Enquiry<br>Loan Repayment | Steps to Execute:<br>1.Open the phone's dialer application.<br>2.Dial the USSD code for your service.<br>3.Verify the main menu options are displayed.<br>4.Select the option for "Loan Enquiry & Repayment" (or similar wording).<br>5.Check that the next screen displays the following options:<br>1.Loan Enquiry<br>2.Loan Repayment | The USSD service presents the user with these options for managing loans. | Pass | |
| | | 1.9 | This test case verifies that selecting "My Service" from the main menu displays two options:<br><br>Pin Change<br>Change Language | Steps to Execute:<br>1.Open the phone's dialer application.<br>2.Dial the USSD code for your service.<br>3.Verify the main menu options are displayed.<br>4.Select the option for "My Service" (or similar wording).<br>5.Check that the next screen displays the following options:<br>1.Pin Change<br>2.Change Language | The USSD service presents the user with these options for managing their service settings. | Pass | |
| | | 1.10. | should show appropriate welcome message | Steps to Execute:<br>1.Open the phone's dialer application.<br>2.Dial the USSD code for your service.<br>3.check the first message | message like "welcome to omo bank mobile banking". | Pass | |
| | | 1.11 | Back Navigation using 0 Character<br>Description: This test case verifies if the USSD service allows users to navigate back to the previous menu by entering an asterisk (0). | Steps to Execute:<br><br>1.Open the phone's dialer application.<br>2.Dial the USSD code for your service.<br>3.Verify the main menu options are displayed.<br>4.Select any option from the main menu (e.g., "My Account").<br>5.The system should display submenu options for the chosen option (e. g., "Balance Enquiry," "Mini Statement").<br>6.Test for Back Navigation:<br>8.Enter "*" on the keypad when prompted for further action within the submenu.<br>Verify that the USSD service displays the previous menu (i.e., the main menu in this case). | Selecting an option, followed by entering "*" when prompted, should return the user to the previous menu. | Pass | |
| | | 1.12 | Validate that the USSD service functionality of the banking mobile app remains usable on devices with various screen sizes. | Steps:<br><br>1.Open the phone's dialer application.<br>2.Initiate USSD service (find access point, enter code, send).<br>3.Verify:<br>3.1USSD elements (input field, buttons, response) are fully displayed and readable on all screens.<br>3.2 Layout adapts to each screen size without compromising usability. | USSD service works seamlessly across all screen sizes. for example<br>Select Bank:<br>1: A<br>2: B<br>3: C-D<br>4: E-H<br>5: I-L<br>6: M-P<br>7: Q-T<br>8: U-W<br>9: X-Z<br>0: Cance | Pass | |
| | | 1.13 | Ensure USSD banking works on both Android and IOS. Ensure USSD banking works on Android,iOS or other platforms | Steps:<br><br>1.Open the phone's dialer application.<br>2.Initiate USSD service (find access point, enter code, send), on all known platforms<br>3.Enter same USSD code on all devices. | Identical USSD experience on Android and IOS.<br>Same response received for the same USSD code on both platforms. | Pass | |
| | | 1.14 | Verify USSD service in the banking system provides informative error messages and allows users to resume activities after errors. | Invalid USSD Code:<br><br>Enter an invalid code (missing digits, wrong syntax).<br>Expected Result: Clear error message with options to retry, view valid codes, or exit.<br>System Unavailable (if applicable):<br><br>Initiate USSD during system maintenance.<br>Expected Result: Clear message indicating unavailability, estimated recovery time, and option to retry later.<br>Insufficient Funds (Optional):<br><br>Initiate a transaction exceeding available balance. | | Pending | |
| 2 | **documentation and configurability** | 2.1 | Verify the existence and accessibility of comprehensive documentation for managing USSD services within the banking system. | Test Steps:<br>option1-request for comprehensive documentation or<br>option 2 Login to the Banking System:<br>Access the banking system user interface with a valid account (e.g., administrator).<br>Navigate to USSD Management Section:<br><br>Locate the section within the system dedicated to USSD service administration. This might be named "USSD Management," "Mobile Banking," or similar.<br>Search for Documentation:<br><br>Within the USSD management section, look for a clear and prominent link or button labeled "Documentation," "Help," or "User Guide." | document that clearly illustrate way of managing the service using the core or other tool<br>There should be a dedicated section within the system for managing USSD services.<br><br>A clear and easily accessible link or button leading to comprehensive USSD service management documentation should be present. | Fail | |
| | | 2.2 | Verify that internal programmers can modify the USSD service interface (main menu, submenus) without relying on the software provider. | Programmer Access and Configuration Tools:<br><br>Log in to the system using an internal programmer account.<br>Verify access to a dedicated USSD service configuration interface within the system.<br>This interface should allow modifying menu options, adding/removing submenus, and customizing message content displayed through USSD interactions.<br>Modify Main Menu Option:<br><br>Within the configuration interface, locate the main menu of the USSD service.<br>Select an existing menu option and edit its label or functionality (e.g., change "Check Balance" to "Account Summary").<br>Add Submenu:<br><br>Navigate to an existing main menu option or create a new one.<br>Verify the ability to define submenus within this section, allowing users to drill down for specific functionalities.<br>Create a new submenu with a relevant title and link it to a desired USSD action (e.g., "Transfer Money" submenu under "Payments").<br>Change Message Content:<br><br>Locate a section within the configuration interface for managing USSD response messages.<br>Verify the ability to edit the text displayed to users after specific actions (e.g., successful balance check, insufficient funds message).<br>Deploy Changes (Optional):<br><br>If the test environment allows, simulate deploying the configuration changes to the live USSD service.<br>Verify that the modifications made by internal programmers are reflected in the actual USSD interface users experience. | | Pending | |
| 3 | **User Registration** | 3.1 | Verify the user registration process for USSD banking. | Dial the USSD banking code.<br>Select the option for user registration. | | | |

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| | | | | Enter valid personal details, such as name, account number, and ID number. | | Pending | |
| | | | | Verify that the user is registered successfully. | | | |
| | | | | Ensure that a confirmation message is sent to the registered mobile number. | | | |
| 4 | **Balance Inquiry** | 4.1 | Verify the Balance Enquiry functionality. | Dial the USSD banking code. | show the right balance of the respective account | Pass | |
| | | | | Select option "My account" from main menu. | | | |
| | | | | Select the option for "Balance Enquiry" | | | |
| | | | | Select the account number or other required details. | | | |
| | | | | Verify that the last balance is displayed accurately. | | | |
| | | | | Ensure that the balance information includes the correct currency and format. | | | |
| 5 | **Mini Statement** | 5.1 | Verify the Mini Statement functionality. | Dial the USSD banking code. | | Pending | |
| | | | | Select option "My account" from main menu. | | | |
| | | | | Select the option for a "Mini statement" | | | |
| | | | | Select the account number or other required details. | | | |
| | | | | Verify that the mini statement is displayed 7 days or range of date balance statement accurately. | | | |
| | | | | Ensure that the statement includes the correct transaction details, such as date, amount, and description. | | | |
| 6 | **Airtime Top-up** | 6.1 | Verify the functionality of airtime top-up via USSD banking. | Dial the USSD banking code. | | Pending | |
| | | | | Select the option for airtime top-up/recharge. (default EthioTelecom) | | | |
| | | | | Select pre-paid or post-paid | | | |
| | | | | Select Account | | | |
| | | | | Select "For other" | | | |
| | | | | Enter the recipient's mobile number. | | | |
| | | | | Select for Own | | | |
| | | | | Enter the amount or select from predefined denominations. | | | |
| | | | | Verify that the airtime top-up is processed successfully. | | | |
| | | | | Ensure that the recipient's mobile number receives the airtime credit. | | | |
| | | | | Check that the account balance is updated accordingly. | | | |
| | | | | Validate that a confirmation message is sent to the registered mobile number | | | |
| | | | | Repeat the test with various amounts and denominations to ensure compatibility. | | | |
| | | | | Test for boundary scenarios, such as entering the maximum and minimum allowed amounts. | | | |
| | | | | Confirm that the transaction is declined if the recipient's mobile number is invalid or unreachable. | | | |
| | | | | Verify that an appropriate error message is displayed if the entered mobile number format is incorrect. | | | |
| | | | | Ensure that the system handles network failures or timeouts gracefully and provides appropriate error messages. | | | |
| | | | | Validate that the transaction history reflects the airtime top-up transaction with accurate details. | | | |
| 7 | **Fund Transfer ( own and other bank)** | 7.1 | Verify the fund transfer functionality for transfers within the user's own bank. | Dial the USSD banking code. | | Pass | |
| | | | | Select the option for fund transfer. | | | |
| | | | | Choose the option for transferring within the same bank. | | | |
| | | | | Enter the recipient's account number within the **same bank.** | | | |
| | | | | Enter the transfer amount and any other required details. | | | |
| | | | | Verify that the fund transfer is completed successfully. | | | |
| | | | | Ensure that the sender's and recipient's account balances within the same bank are updated accordingly. | | | |
| | | | | Validate that a confirmation message is sent to the registered mobile number. | | | |
| | | | | Repeat the test with various amounts and account numbers to ensure compatibility. | | | |
| | | | | Test for boundary scenarios, such as transferring the maximum and minimum allowed amounts. | | | |
| | | | | Confirm that the transaction is declined if the recipient's account number within the same bank is invalid or does not exist. | | | |
| | | | | Verify that an appropriate error message is displayed if the entered account number format is incorrect. | | | |
| | | | | Ensure that the system handles network failures or timeouts gracefully and provides appropriate error messages. | | | |
| | | | | Validate that the transaction history reflects the fund transfer transaction with accurate details. | | | |
| | | | Verify the fund transfer functionality for transfers to another bank. | Dial the USSD banking code. | | Pass | |
| | | | | Select the option for fund transfer. | | | |
| | | | | Choose the option for transferring to another bank. | | | |
| | | | | Enter the recipient's bank name or code. | | | |
| | | | | Enter the recipient's account number in the other bank. | | | |
| | | | | Enter the transfer amount and any other required details. | | | |
| | | | | Verify that the fund transfer is completed successfully. | | | |
| | | | | Ensure that the sender's account balance is updated accordingly. | | | |
| | | | | Validate that a confirmation message is sent to the registered mobile number | | | |
| | | | | Repeat the test with various amounts, bank names/codes, and account numbers to ensure compatibility. | | | |
| | | | | Test for boundary scenarios, such as transferring the maximum and minimum allowed amounts. | | | |
| | | | | Confirm that the transaction is declined if the recipient's account number in the other bank is invalid or does not exist. | | | |
| | | | | Verify that an appropriate error message is displayed if the entered account number or bank details are incorrect. | | | |
| | | | | Ensure that the system handles network failures or timeouts gracefully and provides appropriate error messages. | | | |
| | | | | Validate that the transaction history reflects the fund transfer transaction with accurate details, including the recipient's bank details. | | | |
| 8 | **Fund Transfer to telebirr** | 8.1 | Verify the fund transfer to own telebirr account functionality. | Dial the USSD banking code. | | Pending | |
| | | | | Select option "Transfer to telebirr" from main menu. | | | |
| | | | | Select the option for Telebirr | | | |
| | | | | Choose the option 'to own telebirr account' | | | |
| | | | | Select the account number | | | |
| | | | | Enter transfer amount | | | |
| | | | | Transfer the amount to telebirr and deduct on account | | | |
| | | | | Ensure the transaction is successful both tele and bank side | | | |
| | | | Verify the fund transfer to other telebirr account functionality. | Dial the USSD banking code. | | Pending | |
| | | | | Navigate to the main menu and select "Transfer to telebirr" | | | |
| | | | | From the account options, choose "Telebirr." | | | |
| | | | | Select the option "Transfer to other Telebirr account." | | | |
| | | | | Enter the recipient's Telebirr account number. | | | |
| | | | | Specify the transfer amount. | | | |
| | | | | Initiate the transfer to the Telebirr account while deducting the corresponding amount from the bank account. | | | |
| | | | | Verify that the transaction is successful on both the Telebirr and bank sides. | | | |
| | **Loan Enquiry and Repayment** | 8.2 | Verify the functionality to inquire about loan details via USSD banking. | Dial the USSD banking code. | | Pending | |
| | | | | Select the option for loan enquiry. | | | |
| | | | | Select the loan account number or any other required details. | | | |
| | | | | Verify that the loan details are displayed accurately, such as the Payment date, loan balance, Unpaid Arrears and Instalment | | | |
| | | | | Ensure that the loan details include the correct currency and format. | | | |
| | | | | Validate that the system provides information about the next installment due date and amount (if applicable). | | | |
| | | | | Repeat the test with different loan account numbers or loan identifiers to ensure compatibility. | | | |
| | | | | Verify that an appropriate error message is displayed if an invalid loan account number or incorrect details are entered. | | | |
| | | | | Ensure that the system handles network failures or timeouts gracefully and provides appropriate error messages. | | | |
| | | 8.2 | Verify the loan repayment functionality via USSD banking. | Dial the USSD banking code. | | Pending | |
| | | | | Select the option for loan repayment. | | | |
| | | | | Select from the option "For own loan" | | | |
| | | | | Select the option "For others loan" | | | |
| | | | | Enter others' account number | | | |
| | | | | Select the loan account number or any other required details. | | | |
| | | | | Enter the repayment amount. | | | |
| | | | | Verify that the loan repayment is completed successfully. | | | |
| | | | | Ensure that the outstanding loan balance and the account balance are updated accordingly. | | | |
| | | | | Validate that a confirmation message is sent to the registered mobile number. | | | |
| | | | | Repeat the test with different loan account numbers or loan identifiers and repayment amounts to ensure compatibility. | | | |
| | | | | Test for boundary scenarios, such as repaying the maximum and minimum allowed amounts. | | | |
| | | | | Confirm that the transaction is declined if an invalid loan account number or incorrect details are entered. | | | |
| | | | | Verify that an appropriate error message is displayed if the entered loan account number or repayment amount is incorrect. | | | |
| | | | | Ensure that the system handles network failures or timeouts gracefully and provides appropriate error messages. | | | |
| | | | | Validate that the transaction history reflects the loan repayment transaction with accurate details. | | | |
| 9 | **Services (PIN and Language Change)** | 9.1 | Verify the PIN change functionality. | Dial the USSD banking code. | | | |
| | | | | Select the option for PIN change. | | | |

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|---|---|---|---|---|---|---|---|
| | | | | Enter the current PIN and the new PIN. | | Pass | |
| | | | | Verify that the PIN is changed successfully. | | | |
| | | | | Ensure that a confirmation message is sent to the registered mobile number. | | | |
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| | | 9.2 | Verify the functionality to change the language setting via USSD banking. | Dial the USSD banking code. | | Pending | |
| | | | | Navigate to the main menu and select "My services settings" or "Preferences." | | | |
| | | | | Choose the "Language settings" option. | | | |
| | | | | Select the desired language from the available options. | | | |
| | | | | Verify that the language is changed successfully. | | | |
| | | | | Confirm that the USSD menu and prompts are displayed in the newly selected language. | | | |
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| **10** | **Error Handling** | 9.1 | Verify the system's error handling capabilities. | Dial the USSD banking code. | | Pending | |
| | | | | Enter an invalid option or incorrect data. | | | |
| | | | | Verify that appropriate error messages are displayed. | | | |
| | | | | Ensure that the system guides the user to enter valid data or select valid options. | | | |
| | | | | These are just a few examples of test cases for USSD banking during UAT. The actual test cases may vary depending on the specific requirements of the USSD banking system and the business processes involved. | | | |