**EMAIL TICKETING TESTING SCENARIOS**

1) Send email to nzassaabloycc@pipe.mconnectapps.com and get reply mail as ticket created – **Working**

2) Admin Login MC dashboard shows the newly created ticket – **Working**

3) MC Dashboard in agent login only shows the ticket which the agent assigned, not shows other agent tickets – **Working**

4) In ticket properties Status, Department and agent should be assigned – **Working**

5) Send the Reply to the ticket from agent login with attached image, and Add CC – **Working**

6) Getting reply mail from agent with attached image – **Working**

7) Create a new ticket, assign agent, department, priority, status with attached image – **Working**

8) Newly created ticket is having highlighted color in admin and agent login on Email Ticketing– **Not Working**

9) Create new ticket in omni has the same ticket id in omni and outlook – **Working**

10) Create new ticket in outlook has the same ticket id in omni and outlook – **Not Working**

11) In email ticketing, the new ticket which created by outlook will get highlighted color – **Working**

12) In email ticketing, the new ticket which created by omni will get highlighted color – **Not Working**

13) Ticket assigns to the agent as round robin on the agent order in department – **Working**

14) On admin login the Agent filter selected agent tickets only shows if there is no ticket displays no data – **Working**

15) On admin login Department filter selected Department tickets only shows if there is no ticket for department displays no data – **Working**

16) On admin login Status filter selected agent tickets only shows if there is no ticket to that status displays no data – **Working**

17) On agent login Department filter selected Department tickets only shows if there is no ticket for department displays no data – **Working**

18) On agent login Status filter selected agent tickets only shows if there is no ticket to that status displays no data – **Working**

19) Create new signature and set as default – **Working**