|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Plovertrip UAT** | | | | | |
| **Sno** | **Service / Functionality** | **Location / Credentials / URL** | **Expected Result** | **UAT Result (Pass / Fail)** | **Remarks** |
| 1 | **Start chat**  Click chat icon which is on the corner of the page and enter the details then click start button | <http://chat.plovertrip.com/widget/> | Chat window is open and agent will receive the chat notification |  |  |
| 2 | **End Chat**  Click ‘End Chat’ button on the right corner of the widget and then click ‘Yes’ to end the chat session |  | Widget asks for End chat?. If yes it will close the chat session and ask for ratings else chat continues. |  |  |
| 3 | **Admin Login** | <http://chat.plovertrip.com/>  Username: super\_admin  Password: welcome | Login to the admin panel |  |  |
|  | **Agent Login** | <http://chat.plovertrip.com/>  Username: 001  Password: welcome | Login to the agent panel |  |  |
| 4 | **Search chat**  Click ‘SEARCH A CHAT’ and enter text to search a chat | Chat & Closed Chat | Search for text in customer name and return the chats |  |  |
| 5 | **View & Replay chat**  Click the chat in the list to view chat and enter the text in text box and hit send icon which right bottom of the panel | Chat | Send message to that particular widget |  |  |
| 6 | **Delete Chat**  Hover the chat list enables the check box to multi select the chats once selected click ‘delete’ button to delete chat | Chat & Closed Chat | This will ask confirm. If yes, it delete the chat from chats |  |  |
| 7 | **Export Chat**  Click the download icon on the top of the opened chat to export the particular chat | Chat & Closed Chat | export the particular chat |  |  |
| 8 | **End Chat By Agent**  Click the ‘X’ button to end chat. | Chat | End the chat and put the ended chat in closed chat lists and ask customer to enter the ratings |  |  |
| 9 | **Chat Reports Search**  Select From and To date from the Chat Report Panel and click ‘search’ button to search for chats | Chat Reports | Search Chat based on chat start date and returns the list of output |  |  |
| 10 | **Export Chat**  Select EXPORT TO CSV to export all chats to csv file | Chat Reports | Export chats as csv file and it has  Chat ID, Customer Name, PNR, Chat Ratings, Chat Group, Chat Status and Chat Date |  |  |
| 11 | **Export Single Chat**  Select EXPORT button on the chat report list to export single chat to csv file | Chat Reports | Export csv file |  |  |
| 12 | **Ratings**  Select User Ratings in the Menu |  | Opens User Ratings page and list users ratings |  |  |
| 13 | **Search Ratings**  Select From and To date and click search | User Ratings | List Ratings Given by Users From chat Widget |  |  |
| 14 | **Export Rating**  Select EXPORT TO CSV button to export chat ratings | User Ratings | Exports all chat ratings to the csv file and has chat ID, Name, and Ratings |  |  |
| 15 | **Add User**  Click Users menu and click the ADD USER Button | Users | Opens Page to add user and click add user button to add user |  |  |
| 16 | **Delete User**  Click Trash icon on the right end of the particular user in list | Users | Delete the Agent form the List |  |  |
| 17 | **Edit User**  Click Edit Icon on the particular user in list | Users | Opens Edit User Page and click Update to update Agent |  |  |
| 18 | **Deactivate User**  Click Toggle button to Deactivate the particular user | Users | Deactivate particular user and that user cant able to login this admin panel |  |  |
| 19 | **Add Group**  Click Groups menu and click the ADD GROUP Button | Groups | Opens Page to add Group and add user to the group and click ADD GROUP button to Create Group |  |  |
| 20 | **Delete Group**  Click Trash icon on the right end of the particular Group in list | Groups | Delete the Group form the List |  |  |
| 21 | **Edit User**  Click Edit Icon on the particular Group in list | Groups | Opens Edit Group Page and click Update to Update Group |  |  |

**Representative**

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Signature: |  |
| Name: |  | Name: |  |
| Designation: |  | Designation: |  |
| Date: |  | Date: |  |
|  |  |  |  |