

Support Ticket User Search Process Documentation

Overview

This document describes the process for validating assignable users during support ticket creation by searching and verifying users in the Assign To field against predefined user data.

Preconditions

- Access to Cozeva CERT or PROD environment
- Access to Support Ticket module
- Predefined support users available for assignment

Open Support Ticket List

1. Navigate to the Support Ticket list page.
2. Verify the list loads successfully.

Create New Support Ticket

1. Click on the Create New Support Ticket button.
2. Wait for the ticket creation screen to load.

Prepare Assign To Field

1. Navigate to the Assign To field.
2. Clear any existing assigned user name.

Search User for Assignment

1. Enter a predefined support user name (as not all users are searchable).
2. Initiate the search in the Assign To field.

Validate Search Result

1. Verify that the searched user appears in the suggestion list.
2. Confirm that the displayed user name exactly matches the searched user.

Expected Outcome

The predefined support user should appear in the Assign To list and exactly match the username used for the search.

