

Analytics User Search Process Documentation

Overview

This document describes the process for validating customer support users in the Analytics module by searching for users in the Quality Overview worksheet and verifying results against the CustomerDB dataset.

Preconditions

- Access to Cozeva CERT or PROD environment
- Access to Analytics module and Quality Overview worksheet
- CustomerDB dataset containing valid customer support usernames

Open Analytics Quality Overview

1. Navigate to the Analytics module.
2. Open the Quality Overview worksheet.

Search User in Analytics

1. Locate the user search field in the Quality Overview worksheet.
2. Enter a customer support username present in the CustomerDB dataset.

Validate Search Result

1. Verify that the searched user appears in the list after search.
2. Confirm that the displayed username exactly matches the searched username.

Expected Outcome

The searched customer support user should appear in the Analytics Quality Overview worksheet and exactly match the username used for the search.

