User Search in User List
Process Documentation

Overview

This document outlines the end-to-end process for validating users in the User List by comparing UI data with a CSV dataset.

Preconditions

• Access to Cozeva CERT or PROD environment
• User List page permissions
• CSV file containing Customer and Username mapping

Login to Cozeva

1. Log in to Cozeva CERT or PROD using valid credentials.
2. Confirm successful login before continuing.

Navigate to User List

1. Open the User List page from the dashboard.
2. Allow the page to load completely.

Open User List Filter

1. Click the Filter option on the User List page.
2. Ensure the filter panel opens correctly.

Read Customer Names from Filter

1. Open the Customer Name filter dropdown.
2. Read and capture all customer names listed.

Identify Selected Customer

1. Identify the customer selected for user validation.
2. Confirm the customer exists in the filter list.

Fetch Usernames from CSV

1. Match the selected customer with the CSV dataset.
2. Fetch all usernames associated with that customer.

Search Users in User List

1. Search each username individually in the User List search field.

Validate Username Match

1. Compare the username shown in the UI with the CSV value.
2. Record the result as Match, Mismatch, or Not Found.

Expected Outcome

All usernames associated with the selected customer are present in the User List and match the CSV data.