

R15: Snapshot 3 Test Run

IT ticket creation, storage, tracking, and logging.

Created On	12/7/2025
------------	-----------

Completed	No
-----------	----

Passed	Blocked	Untested	Skipped	Failed
72% (13/18)	0% (0/18)	0% (0/18)	0% (0/18)	28% (5/18)
Automation Passed	Automation Failed	Automation Error		
0% (0/18)	0% (0/18)	0% (0/18)		

Test Cases

Time-Off Request System 3

ID	Title	Test Labels	Assigned To	Status
T141	Submit Time-Off Request via Copilot			Passed
T142	Time-Off Request Validation & Save			Passed
T143	Time-Off Request Display			Passed

IT Ticket Tracking 2

ID	Title	Test Labels	Assigned To	Status
T147	Track IT Ticket in Copilot			Passed
T148	Ticket Updates Display and Persist			Passed

Feedback & Adaptive Cards 2

ID	Title	Test Labels	Assigned To	Status
T149	Feedback Adaptive Card Loads			Failed
T150	Feedback Submission & Storage			Failed

Logging & Backend Communication 2

ID	Title	Test Labels	Assigned To	Status
T155	MCLE Logging for Key Actions			Passed

T156	Backend Connectivity & Error Handling	Passed
------	---------------------------------------	---------------------

IT Ticket Creation & Storage 3

ID	Title	Test Labels	Assigned To	Status
T144	Create IT Ticket via Copilot			Passed
T145	Save IT Ticket to SharePoint / PDHelpDesk			Failed
T146	Ticket Save Failure Handling			Passed

User Tracking & Linking 2

ID	Title	Test Labels	Assigned To	Status
T151	User Tracking for Actions			Passed
T152	Correct User Linked to Tickets/Requests			Passed

File Search & Retrieval 2

ID	Title	Test Labels	Assigned To	Status
T153	File / Document Search			Passed
T154	Incorrect File Retrieval Handling			Passed

Copilot Command Handling & Integration 2

ID	Title	Test Labels	Assigned To	Status
T157	Handle Incorrect or Unsupported Commands			Failed
T158	End-to-End Happy Path Scenario			Failed