



# Grainger

## UAT Feedback Guide



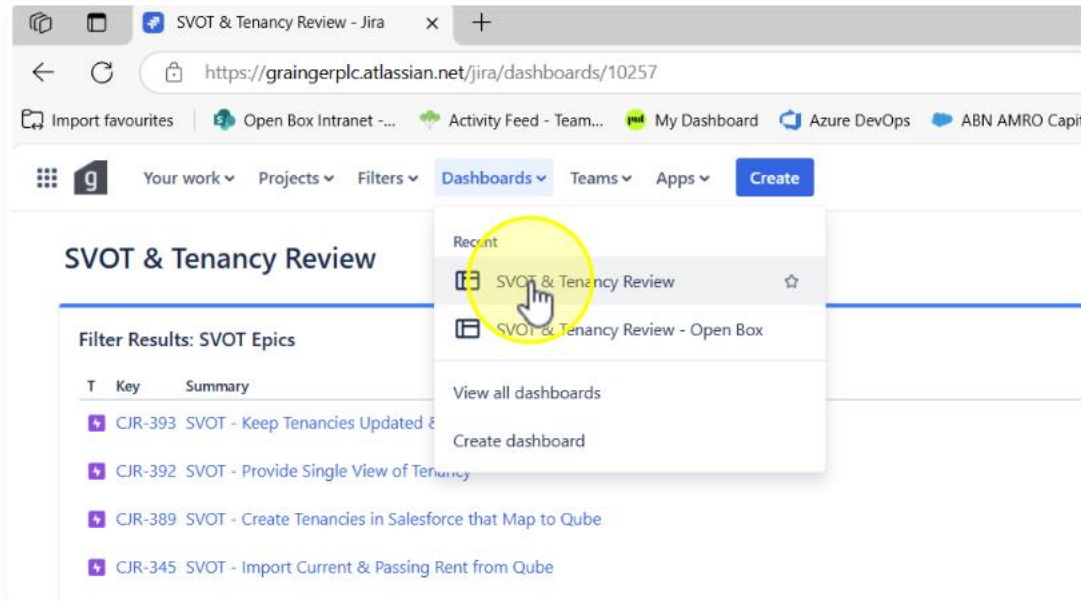
There's always a better way

1. UAT Overview
2. Accessing UAT Work Items
3. Logging a Bug
4. Raising Comments / Questions
5. Logging a User Story

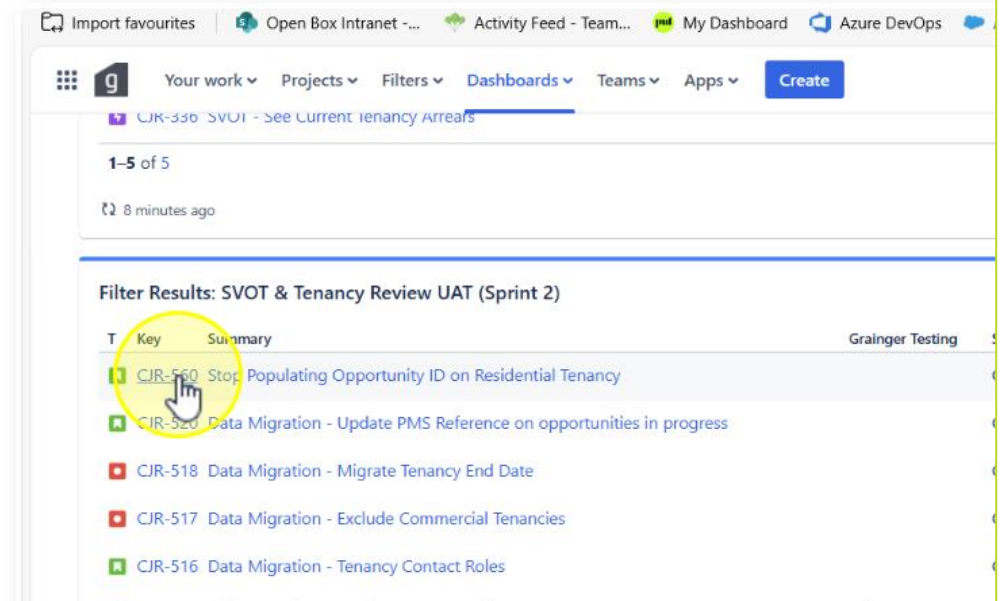
- ❑ To Approve / Sign-Off a Work Item:
  - ❑ Update the “Grainger Testing” field to “Pass”
- ❑ All UAT feedback should be discussed internally
  - ❑ Grainger should triage, consolidate and vet all feedback before logging work items or comments in Jira
- ❑ Work items should be logged as follows:
  - ❑ Bug: Where agreed functionality is not working as per the AC’s on the User Story
  - ❑ User Story: For new features and functionality
  - ❑ All work items need to be assigned to Khonani Davhana ([kdavhana@openboxsoftware.com](mailto:kdavhana@openboxsoftware.com))
  - ❑ All work items to be added to sprint: **CJR Grainger UAT Feedback**
    - ❑ Open Box will review the UAT items and collaborate with Grainger as needed
- ❑ Work items need to include:
  - ❑ Detailed description
  - ❑ Screenshots
  - ❑ Steps to reproduce (for Bugs)
- ❑ For questions or queries relating to User Stories:
  - ❑ Add question / comments to the “Comments” section of that User Story
  - ❑ Tag Khonani Davhana ([kdavhana@openboxsoftware.com](mailto:kdavhana@openboxsoftware.com)) to ensure Open Box is notified of the question

# Accessing UAT Work Items

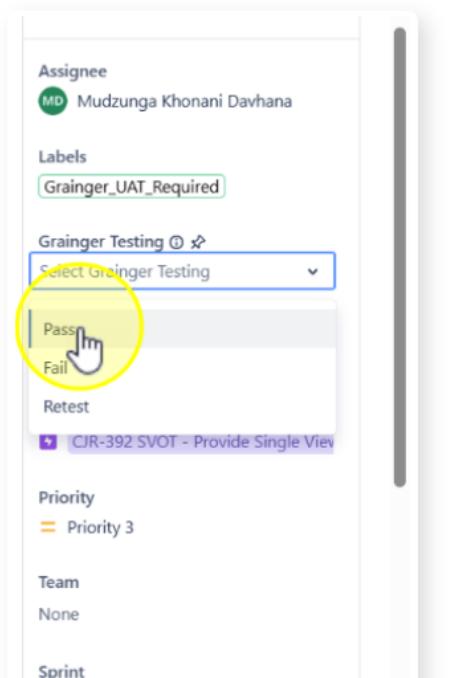
1 Access relevant dashboard e.g "SVOT & Tenancy Review" dashboard



2 Select item to test

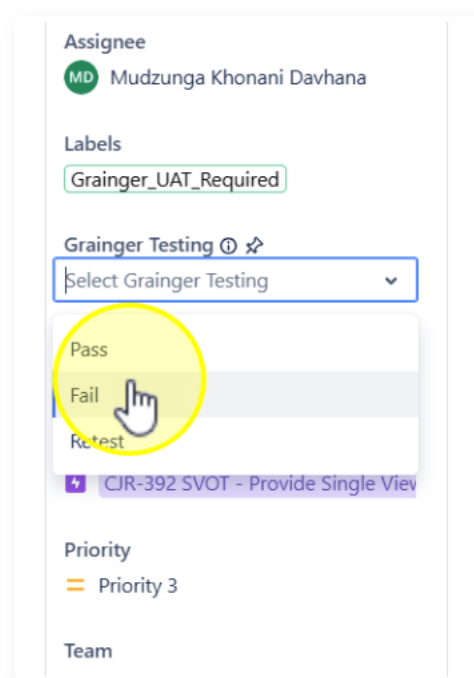


### 3 Select "Pass" if item passes



This screenshot shows a software interface for a task. The 'Assignee' is 'MD Mudzunga Khonani Davhana'. The 'Labels' section contains 'Grainger\_UAT\_Required'. The 'Grainger Testing' dropdown menu is open, and the 'Pass' option is highlighted with a yellow circle and a hand cursor. Other options visible are 'Fail', 'Retest', and a link 'CJR-392 SVOT - Provide Single View'. The 'Priority' is set to 'Priority 3', and the 'Team' is 'None'.

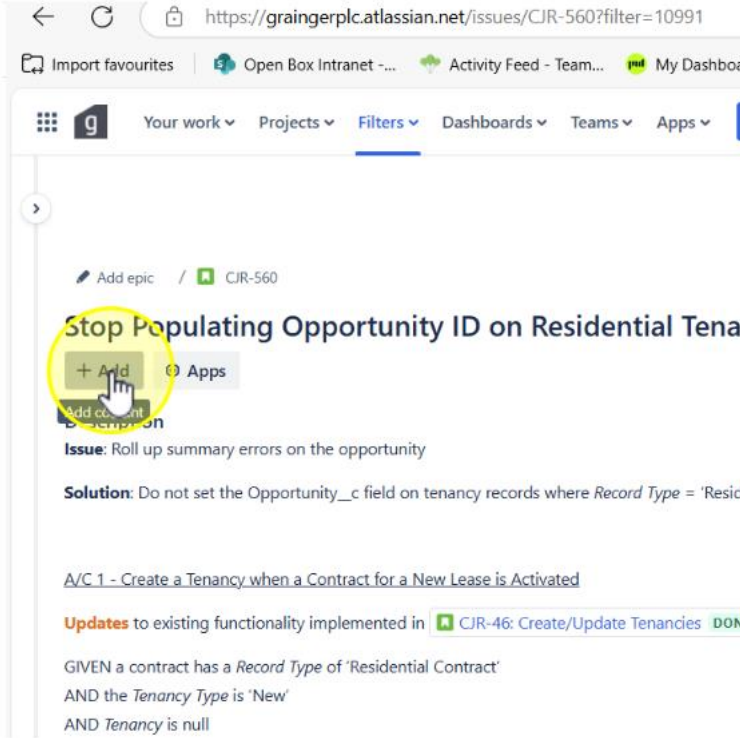
### 4 Select "Fail" if there is a bug



This screenshot shows the same software interface as the previous one, but with the 'Fail' option selected in the 'Grainger Testing' dropdown menu. The 'Fail' option is highlighted with a yellow circle and a hand cursor. The 'Assignee', 'Labels', 'Priority', and 'Team' information remain the same.

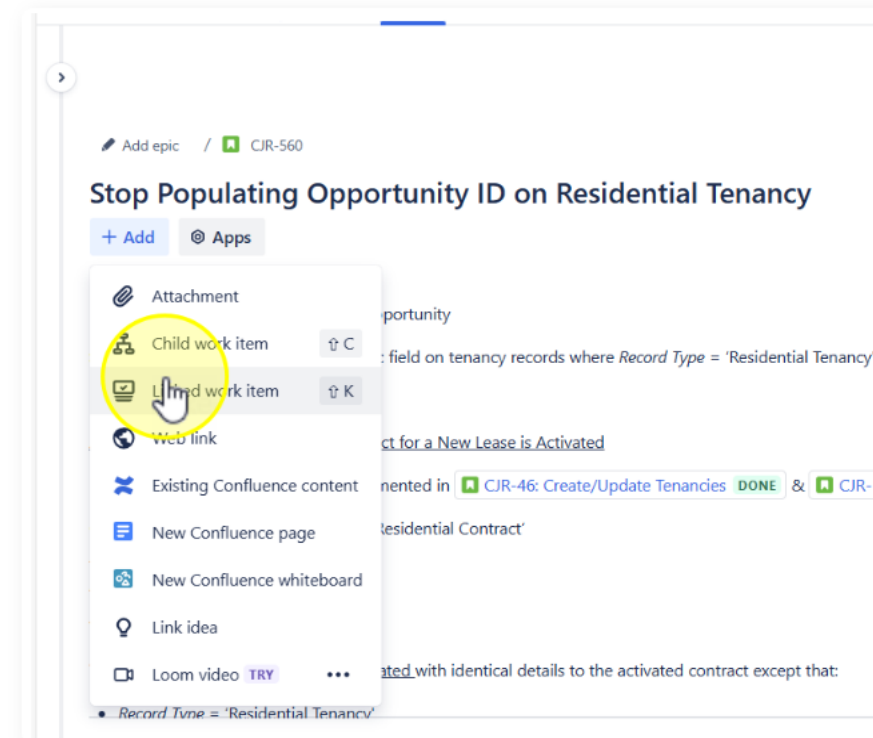
# Logging a Bug

5 Click "+ Add" to add a bug



The screenshot shows the Jira issue page for 'CJR-560: Stop Populating Opportunity ID on Residential Tenancy'. The '+ Add' button is highlighted with a yellow circle and a hand cursor. The page content includes the issue title, a description, and a solution: 'Do not set the Opportunity\_c field on tenancy records where Record Type = Residential Tenancy'.

6 Click "Linked work item"



The screenshot shows the same Jira issue page, but with the 'Add' button dropdown menu open. The 'Linked work item' option is highlighted with a yellow circle and a hand cursor. The dropdown menu also shows options like 'Attachment', 'Child work item', 'Web link', 'Existing Confluence content', 'New Confluence page', 'New Confluence whiteboard', 'Link idea', and 'Loom video'.

**7** Click "+ Create linked work item"

Type	Key	Summary
	CJR-563	QA

**Linked work items**

relates to

CJR-590 Write Bug Description

is blocked by

[+ Create linked work item](#)

**Checklist**

Add Checklist tab, li

MD Add a comment...

**8** Select "Bug" work type

Tip: Please create one bug ticket per issue

Customer Journey - Renewals Project (CJR)

**Work type \***

☒ Task

☐ Epic

☐ Story

☒ Bug

To Do

This is the initial status upon creation

**Linked work items \***

relates to

CJR-560

## 9 Capture bug title and bug description

Tip: Read description from below screenshot on how to describe a bug

**Create linked work item**

relates to

CJR-590

**Summary\***

Capture Bug Description

**Description**

Describe bug by following the below steps

1. Paste Test Record URL
2. Capture Steps to Reproduce Bug
3. Paste any Relevant Screenshots

**Tip: Please Create One Bug Ticket Per Issue**

## 10 Select Open Box UAT stakeholder as "Assignee"

**3. Paste any Relevant Screenshots**

**Tip: Please Create One Bug Ticket Per Issue**

**Assignee**

Unassigned

MD Mudzunga Khonani Davhana (Assign to ...)

AJ Akshat Jain

AM Andrew Mason

AS Anjali Salecha

AS Anne Stephenson


☐ Create another

Cancel



11 Select Sprint provided for UAT feedback items e.g "CJR Grainger UAT Feedback"

Team



Choose a team

Associates a team to an issue. You can use this field to search and filter issues by team.

Sprint

Select sprint

▼

☒ Only show sprints in this project (CJR)

Future

CJR Sprint 5  
CJR board

CJR Sprint 6  
CJR board

CJR Sprint 7  
CJR board


CJR GREP  
CJR board

CJR Grainger UAT Feedback  
CJR board

12 Click on "Create"



**Assign to me**

**Team**

 Choose a team


Associates a team to an issue. You can use this field to search and filter issues by team.

**Sprint**

CJR Grainger UAT Feedback  

Jira Software sprint field

**Restrict to**

Select Roles 

**Flagged**


☐ Impediment

Allows to flag issues with impediments.

> More fields (6)

☐ Create another

Cancel

Create 

### 13 Bug is created and assigned to Open Box UAT stakeholder

Type	Key	Summary	Priority	Assignee
QA	CJR-563	QA	Priority 3	Unassigned

**Linked work items**

is blocked by

- CJR-590 Capture Bug Title

**Checklist**

**Add a comment...**

Looks good! Need help? This is blocked... Can you clarify...? This is on track

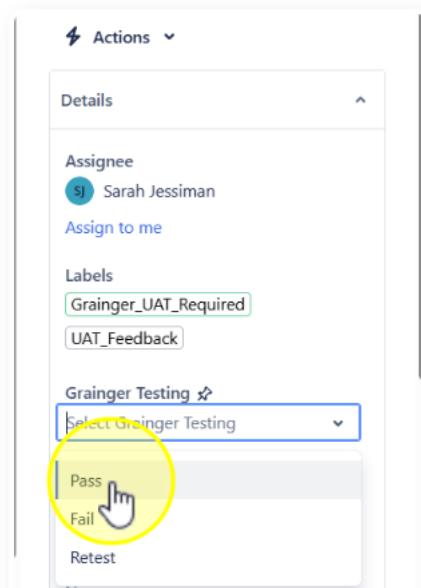
Pro tip: press M to comment

### 14 After bug is fixed and ready for testing it will appear on the UAT dashboard and reassigned to Grainger tester

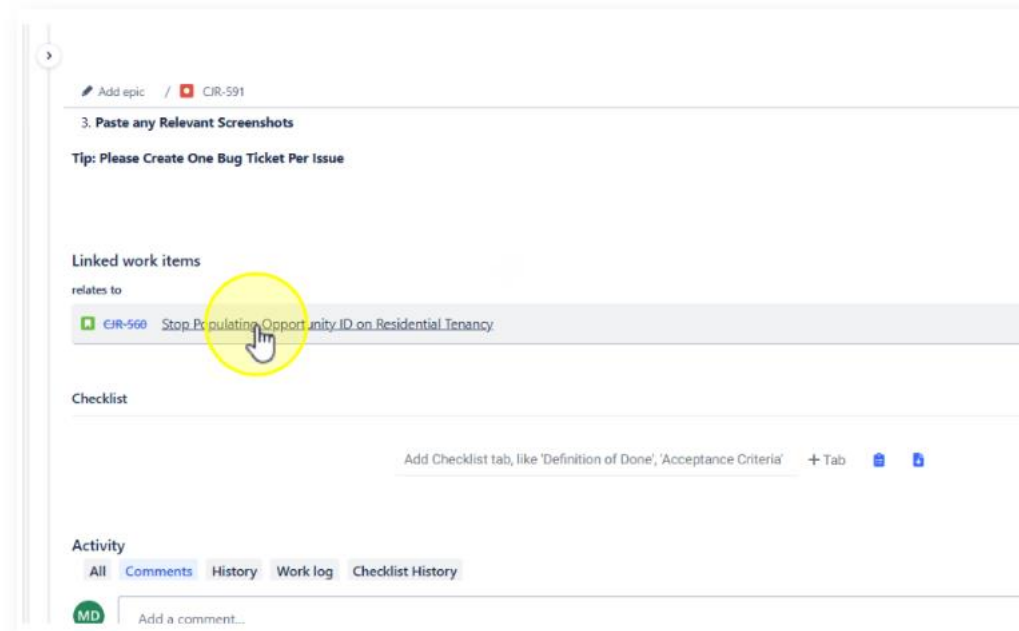
Filter Results: SVOT & Tenancy Review UAT (Sprint 2)

T	Key	Summary	Grainger Testing	Sprint
Red	CJR-590	Capture Bug Title		CJR Grainger UAT Feedback
Green	CJR-560	Stop Populating Opportunity ID on Residential Tenancy		CJR Sprint 4
Green	CJR-520	Data Migration - Update PMS Reference on opportunities in progress		CJR Sprint 4
Red	CJR-518	Data Migration - Migrate Tenancy End Date		CJR Sprint 4

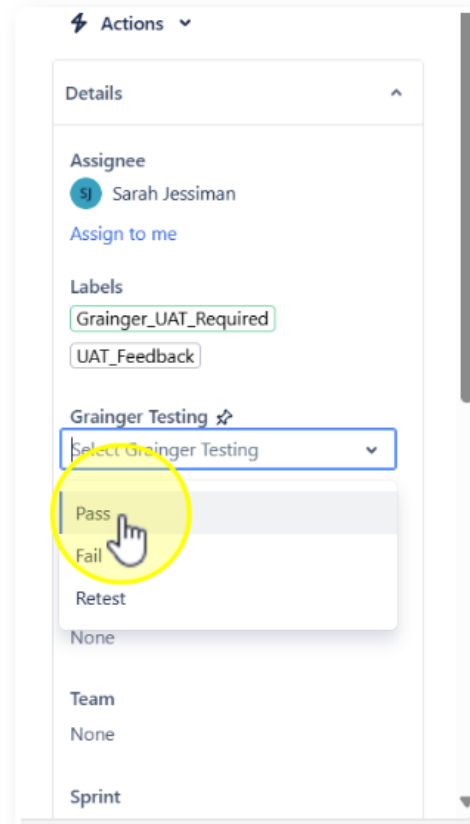
15 Select "Pass" or "Fail" after re-testing the bug



16 Click on the Story related to the bug



## 17 Select "Pass" if story passes



The screenshot shows a mobile application interface with a 'Details' panel. The 'Assignee' is Sarah Jessiman. The 'Labels' are 'Grainger\_UAT\_Required' and 'UAT\_Feedback'. The 'Grainger Testing' dropdown menu is open, showing options: 'Pass' (highlighted with a yellow circle and a hand icon), 'Fail', 'Retest', and 'None'. The 'Team' is 'None' and the 'Sprint' is 'Sprint'.

Actions ▾

Details ^

Assignee  
sj Sarah Jessiman  
[Assign to me](#)

Labels  
Grainger\_UAT\_Required  
UAT\_Feedback

Grainger Testing ↗  
Select Grainger Testing ▾

Pass  
Fail  
Retest  
None

Team  
None

Sprint

There's always a better way

# Raising Comments / Questions

- 18 Add question / comments to the “Comments” section of that User Story or Bug Tag Open Box UAT stakeholder

Activity

All Comments History Work log Checklist History

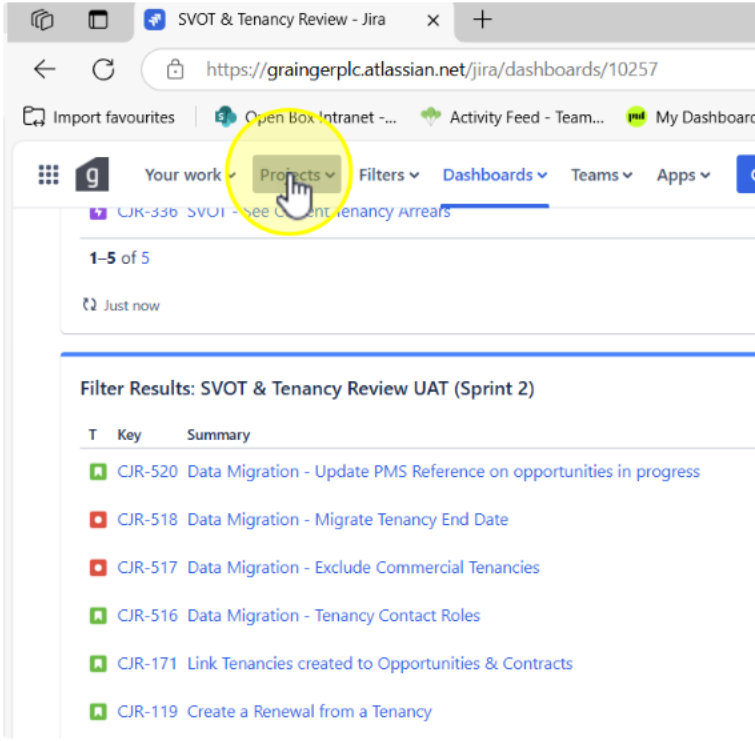
MD Add a comment...

🎉 Looks good! 🍌 Need help? 🛑 This is blocked... 🔍 Can you clarify...? ✅ This is on track

Pro tip: press **M** to comment

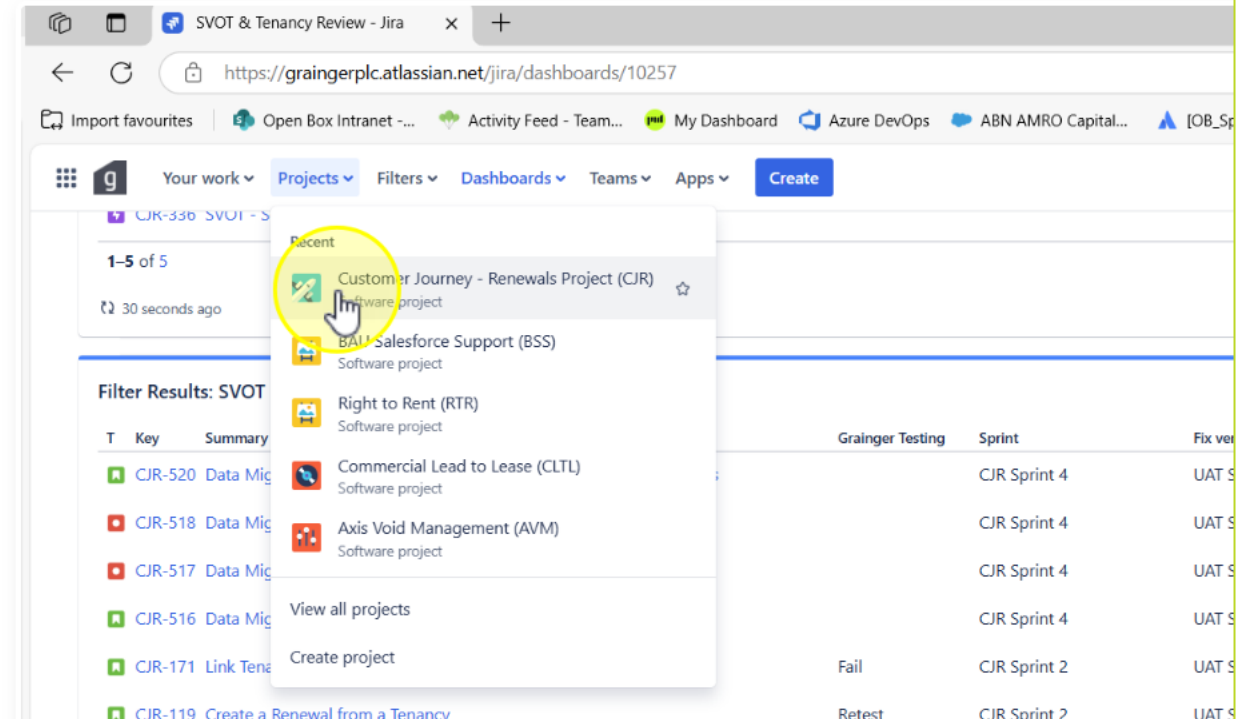
# Logging a User Story

19 Click "Projects" tab



The screenshot shows the Jira dashboard for 'SVOT & Tenancy Review - Jira'. The 'Projects' tab is highlighted in the navigation bar. Below the navigation bar, there is a list of projects under the filter 'SVOT & Tenancy Review UAT (Sprint 2)'. The list includes items like 'CJR-520 Data Migration - Update PMS Reference on opportunities in progress' and 'CJR-518 Data Migration - Migrate Tenancy End Date'.

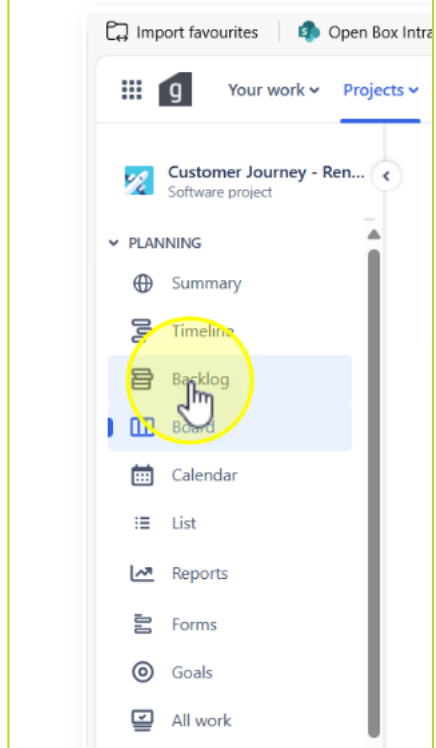
20 Select relevant project e.g "Customer Journey - Renewals Project (CJR)"



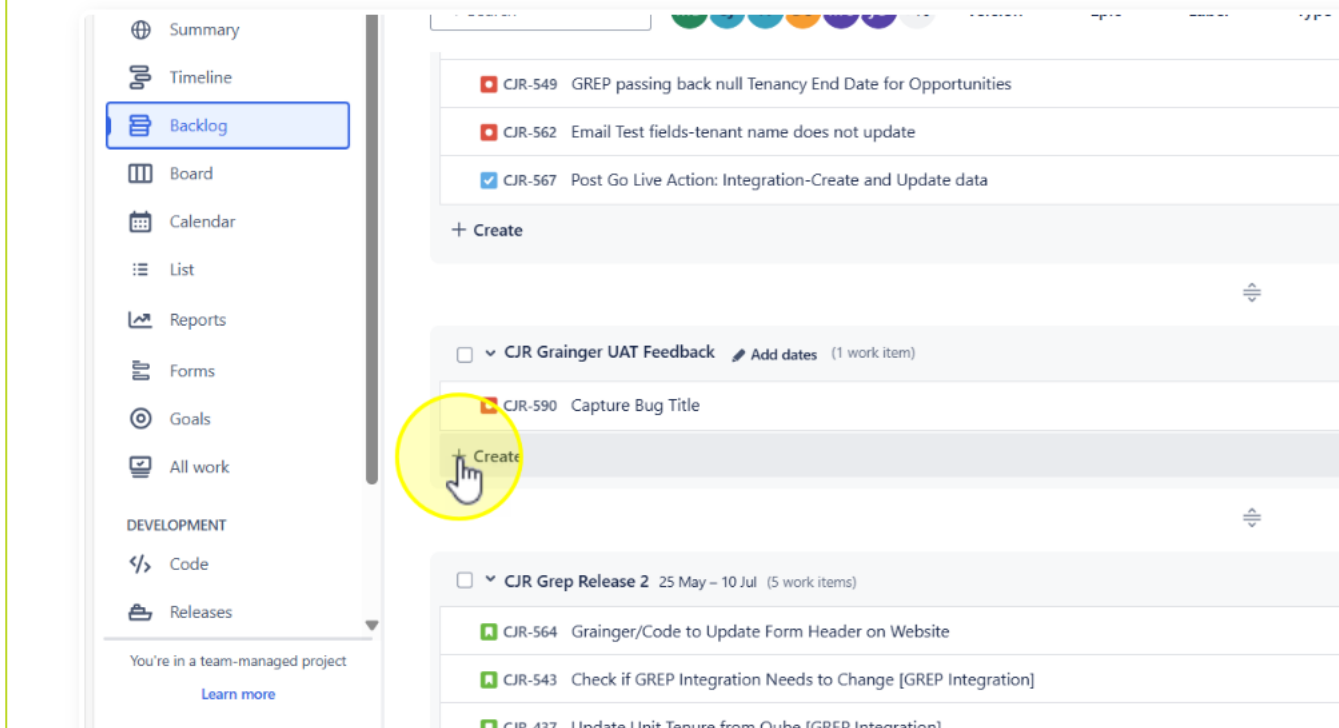
The screenshot shows the Jira dashboard with the 'Projects' dropdown menu open. The 'Customer Journey - Renewals Project (CJR)' is selected. The dropdown menu lists several projects, including 'Customer Journey - Renewals Project (CJR)', 'Bali Salesforce Support (BSS)', 'Right to Rent (RTR)', 'Commercial Lead to Lease (CLTL)', and 'Axis Void Management (AVM)'. Below the dropdown, there is a table with columns 'Grainger Testing', 'Sprint', and 'Fix ver'.

Grainger Testing	Sprint	Fix ver
	CJR Sprint 4	UAT S
	CJR Sprint 4	UAT S
	CJR Sprint 4	UAT S
	CJR Sprint 4	UAT S
Fail	CJR Sprint 2	UAT S
Retest	CJR Sprint 2	UAT S

## 21 Click "Backlog"

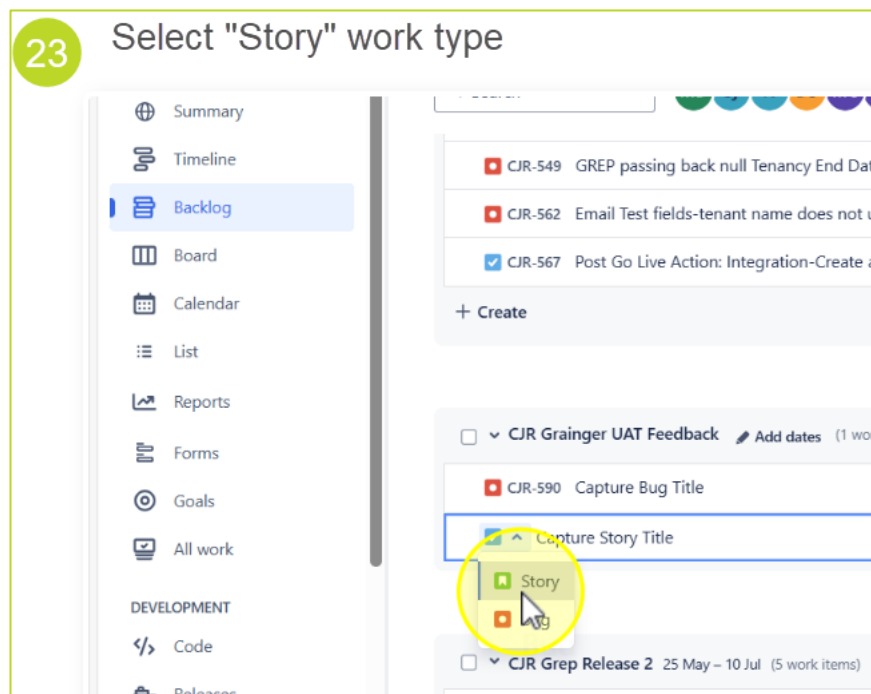


## 22 Click "Create" from provided UAT Feedback Sprint e.g "CJR Grainger UAT Feedback" Sprint



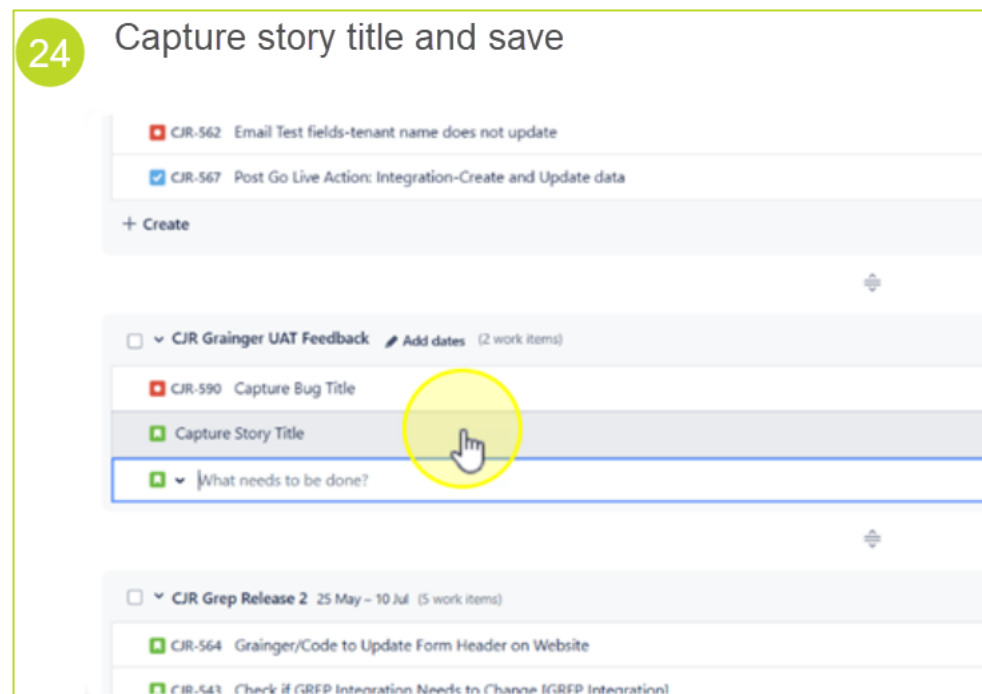
23

## Select "Story" work type



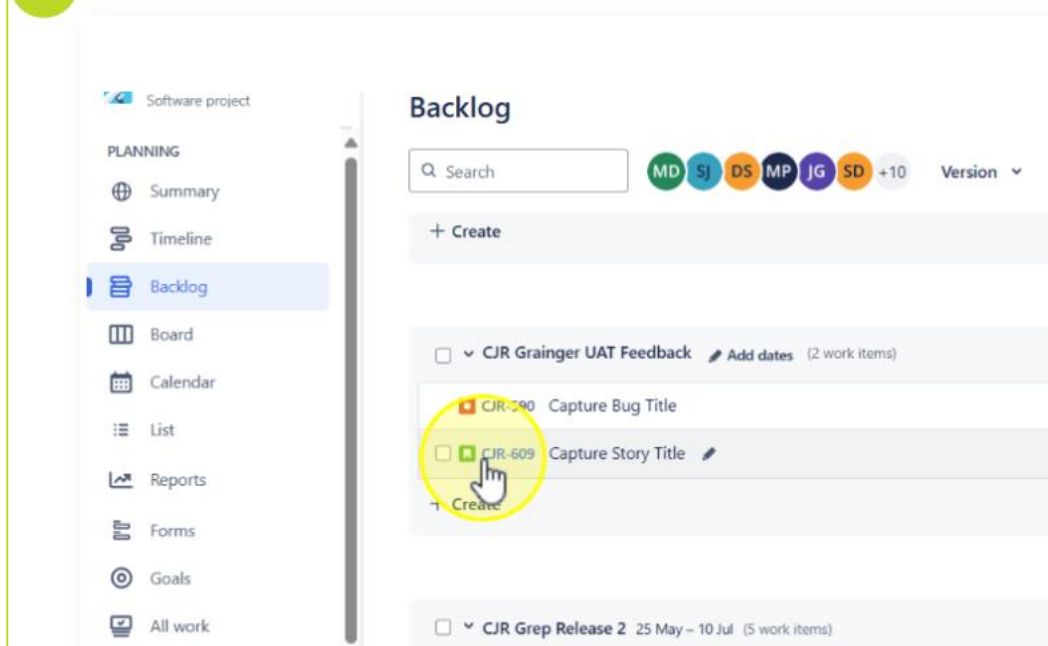
24

## Capture story title and save

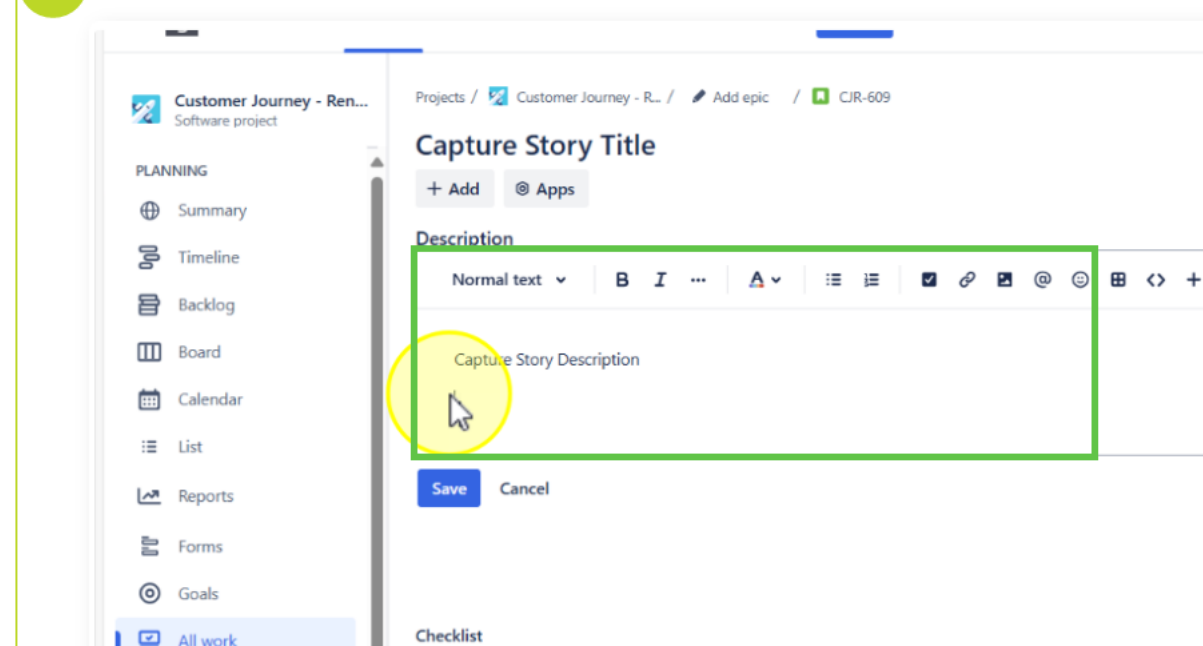




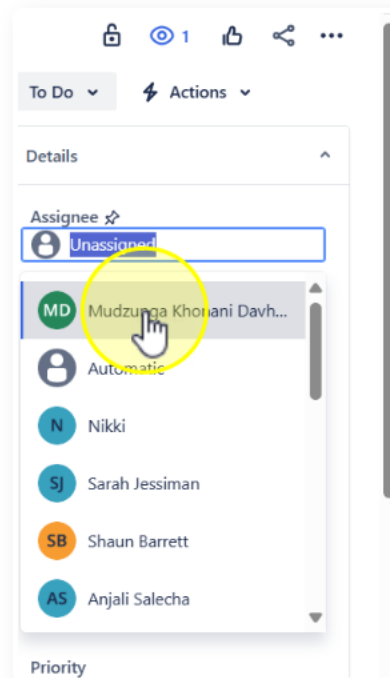
25 Click on new story created



26 Capture story "Description"



27 Select Open Box UAT stakeholder as "Assignee"



There's always a better way



Thank You

