

Author: Tiffany L Browne
Date: February 23, 2017

Testing Purpose and Scope for My NYCHA app

Function: NYCHA Resident to create a repair/maintenance ticket.

Description

As a User (Resident), should have the access to login to the My NYCHA App to create a ticket to service stove. The User should be able to login, access [Request Repair] option in menu, choose ticket type, complete [Repair Specification], option for additional notes, submit ticket, schedule repair with calendar and receive an email confirmation afterwards. The convenience for the user is having a faster alternative than calling the hotline and being on hold.

Acceptance and Test Criteria

1. Login with pre-establish login credentials
2. Access the [Menu] on the Home screen
3. Click the [Request Repair] button
4. Choose ticket type [My Apartment] or [Public Space]
5. Access [Location] on drop-down menu under [Repair Specification]
 - 5.1. Access [Problem] on drop-down menu under [Repair Specification]
 - 5.2. Access [Details] on drop-down menu under [Repair Specification]
6. Add additional description/notes via voice-to text
7. [Submit] ticket request
8. Access [Repair Date] via app calendar under [Ticket Schedule]
9. [Ticket Scheduled] onscreen confirmation displaying Work ticket #
10. Receive a confirmation via e-mail.

Test Execution Strategy

1. Functional and Feature testing (manual)
2. Performance and availability testing (manual)

***Additional notes:** Device and is due for a software update