

TS1

Description:

PODRS

Complainant submits a complaint with complete information. MO issues NOM. A Mediation Agreement was created the complainant informed DTI that the Respondent **did not** comply. MO shall issue a CFA.

URL:

Test Stage: Post Prod Testing -

Status:

No Run -Test case not executed (default status)**Pass** -Test case executed sucessfully as expected**Fail** - Test case executed with findings

SEQ	Module	Scenario Name	Steps	Expected Result/s	Actual Result/s	Status Cycle 1	Comments
1	FILE COMPLAINT	Complainant Files a Complaint- Complete Information	1. Click File Complaint 2. View Preloaded Personal Details 3. Input Complaint Details and Upload Proof of Transaction/Service 4. Click Next button 5. Input Respondent Details 6. Click Next button 7. View Summary of Complaint 8. Click and Tick Oath of Understanding 9. Click Submit button	1. User should view preloaded details in the Personal Details section of the Complaint 2. Field Validation should be in effect e.g. Required fields must be highlighted before clicking Next 3. User should be issued the tracking number upon submission of complaint and receive an email notification. The respondent should receive a notification email. 4. Ticket should be viewable in INBOX-SUBMITTED COMPLAINTS menu of user.			
2	COMPLAINT HANDLING	Mediation Officer is assigned and Reviews Complaint	1. Go to URL: _____ 2. Click LOG-IN button 3. Input Log-in Credentials 4. Check email if a ticket was assigned (Select Tracking Number issued in this scenario) 5. Click View button 6. View Details and Click Data Incomplete button 7. Input reason for assessing Incomplete 8. Click Submit button	1. Mediation Officer should receive an email of the assigned ticket and be able to see the ticket in the worklist 2. Once the Data Incomplete button is clicked the modal shall be closed. The user shall see the worklist and the Status will be Returned to Complainant for Data Completion 3. An email to the Complainant will be sent			
3	COMPLAINT HANDLING	Mediation Officer Issues Notice of Mediation	1. From the worklist, click the Send Mediation Notice button (select Tracking Number issued in this scenario) 2. View prefilled data of the Complainant and Respondent 3. Input a Respondent test email 4. Input Mediation Details 5. Click Submit	1. Emails to the Respondent, Complainant, and assigned MO shall be sent 2. Once the Submit button is clicked, the modal shall be closed. The MO shall also see the Re-issue Mediation Notice, Send Mediation Agreement, and File Action buttons in the corresponding tracking number. (Item 5) 3. Name of MO Officer shall be seen in the NOM. (Item 6)			
4	COMPLAINT HANDLING	Complainant Views Notice of Mediation	1. Check email for notification on the issuance of NOM 2. In the PODRS, click Mediation Notice Button of the Tracking Number in the Inbox	1. The link in the email notification shall redirect the user to the system			

5	COMPLAINT HANDLING	Mediation Officer Issues Mediation Agreement	1. From the worklist, click the Send Mediation Agreement button (select Tracking Number issued in this scenario) 2. View prefilled data of the Complainant and Respondent 3. Input Agreement Details 4. Click Submit	1. Emails to the Respondent, Complainant, and assigned MO shall be sent 2. Once the Submit button is clicked, the modal shall be closed. The user shall see the worklist and the Mediation Notice Sent and Mediation Agreement Sent actions shall be visible.			
	COMPLAINT HANDLING	Complainant Views Mediation Agreement and Informs DTI that Respondent did not Comply	1. Check email for notification on the Mediation agreement 2. Go to DTI CARES - Inbox 3. Click Mediation Agreement button 4. View Mediation Agreement 5. Click Respondent Did Not Comply button 6. Input Reason and Upload File 7. Click Submit button	1. The Mediation Agreement button shall load the correct Agreement 2. The Reason for not Complying and the Upload facility shall be available once the user clicks the Respondent Did Not Comply. 3. Once the Submit button is clicked, the modal shall be closed. The user shall see the worklist. 4. The uploaded file shall be seen in the Documents - Mediation Agreement			
7	COMPLAINT HANDLING	Mediation Officer Issues Certificate to File Action	1. From the worklist, click the Send File Action button (select Tracking Number issued in this scenario) 2. View prefilled data 3. Select "No Settlement is Reached" 4. Click Submit	1. The inputted Respondent email in this scenario shall be displayed and can be updated by the MO (Item 7) 2. Emails to the Respondent, Complainant, and assigned MO shall be sent. 3. Once the Submit button is clicked, the modal shall be closed. The user shall see ticket in the Closed worklist. 4. The CFA generated shall only indicate the 2 NOMs that pushed through and not include the cancelled Conference. (Item 5) 5. Name of MO Officer shall be seen in the CFA (Item 6)			
8	COMPLAINT HANDLING	Complainant Views	1. Check email for notification on the	1. The link in the email notification shall redirect			

Tested by:

Role in the Scenario: _____

Date:
