

Bug Report 1

ID number	#1	<i>automatically getting in bug tracking system</i>
Bug Summary	After making an appointment in Acba bank, the "I'M LATE" button does not let the user to postpone the appointment.	
Reporter	Victoria Badalyan	
Submit Date	08/12/2023	<i>automatically getting in bug tracking system</i>
Platform	Samsung Galaxy A51	
Operating System	Android 13	
Browser	Native application	
Severity	Medium	
Priority	Normal	
Status	Open	<i>automatically getting 'Open' in bug tracking system</i>
Assigned to	QA/Developer/BA	
Version	Earlyone v3.1.0	
Environment	prod	
Component/tag	Finance	
Screenshot/video	-	

Precondition: (optional)

1. Properly installed Earlyone application
2. Choose any language and SKIP the later installation steps
3. Location for the app: Armenia, Yerevan

Description: (optional)

When making an appointment in "Acba bank" and later choosing the "I'M LATE" button to postpone the appointment for example for 15 minutes, the systems says "You cannot postpone the ticket anymore", whereas in case of other financial entities form the "Finance" window the function operates successfully.

Steps to reproduce

1. Click on the "Finance" window
2. Click on "Acba bank"
3. Choose any branch, any entity and any operation type you like

4. Choose any hour within the bank operational hours
5. Click on the "Create ticket" button
6. Click on the "My Tickets" link
7. Choose your appointment and press on the "I'M LATE" link
8. Choose any of the displayed variants and press "OK"

Expected result

The system should let the user postpone the appointment for 5,10 or 15 minutes.

Actual result

The validation message always displays the following message "You cannot postpone the ticket anymore".

Notes: (optional)

If we make an appointment for 15:00 and the system does not now allow us to postpone it for example for 10 minutes, at the same time it allows us to make an appointment for 15:10. The bug is reproducible in case of ARMECONOM bank as well (depending on the branch). In case of other banks and financial entities in the "Finance" window this button operates successfully.

References: (optional)

QW-5.1

Bug Report 2

ID number	#2	<i>automatically getting in bug tracking system</i>
Bug Summary	During the non-working hours when choosing an appointment time which is less than 15 minutes calculated from the current time, the system does not show that it is a non-working hour.	
Reporter	Victoria Badalyan	
Submit Date	08/12/2023	<i>automatically getting in bug tracking system</i>
Platform	Samsung Galaxy A51	
Operating System	Android 13	
Browser	Native application	
Severity	Minor	
Priority	Low	

Status	Open	<i>automatically getting 'Open' in bug tracking system</i>
Assigned to	QA/Developer/BA	
Version	Earlyone v3.1.0	
Environment	prod	
Component/tag	Finance	
Screenshot/video	-	

Precondition: (optional)

1. Properly installed application
2. Choose any language and SKIP the past installation steps
3. Location for the app- Armenia, Yerevan

Description: (optional)

When we try to make an appointment and choose an hour which is actually a non-working hour for the company and we choose an hour which is less than 15 minutes calculated from the current time, the system displays the following message “Choose another time, not earlier than e.g. 08/12/2023 19:00”, when the time is e.g. 18:45, whereas it should say that it is a non-working hour for the company.

Steps to reproduce

1. Log into the system after Click on the “Finance” window
2. Click on any financial entity
3. Choose any branch whose operational hours have ended for that day
4. Choose any entity and any operation type you like
5. Choose any hour not exceeding 15 minutes calculated from the current time
6. Click on the “Create ticket” button

Expected result

Choosing any hour for that day after the end of that day’s operational hours, the system should display the “Non-working day” message.

Actual result

The system displays “Choose another time, not earlier than e.g. 08/12/2023 19:00” message.

Notes: (optional)

The same bug reproduces regarding any financial entity in the “Finance” window applying the same testing approach.

References: (optional)

QW-6.3