Phase 4: QA Testing

QA Testing

Description

Quality Assurance (QA) testing was conducted to validate the end-to-end functionality of the **Automated Network Request Management** solution in ServiceNow.
The objective of this phase was to ensure that the system behaves as expected under real-world conditions and that all workflow stages execute correctly without manual intervention.

Request Lifecycle Verification

To validate the complete request lifecycle, multiple test scenarios were simulated using the Service Portal and administrative interfaces.

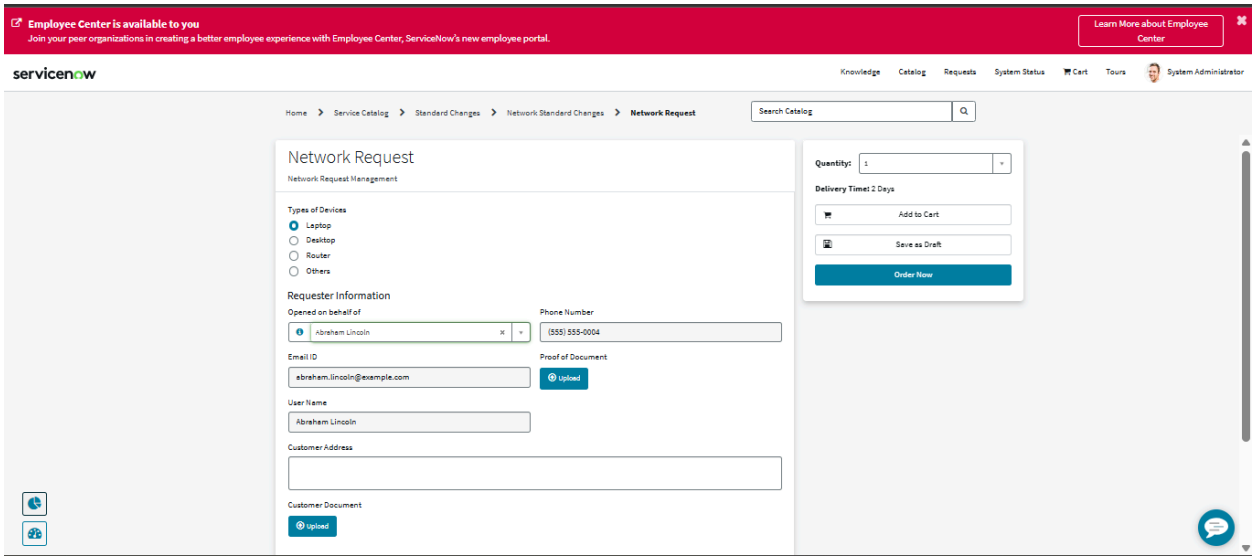
The following stages were verified:

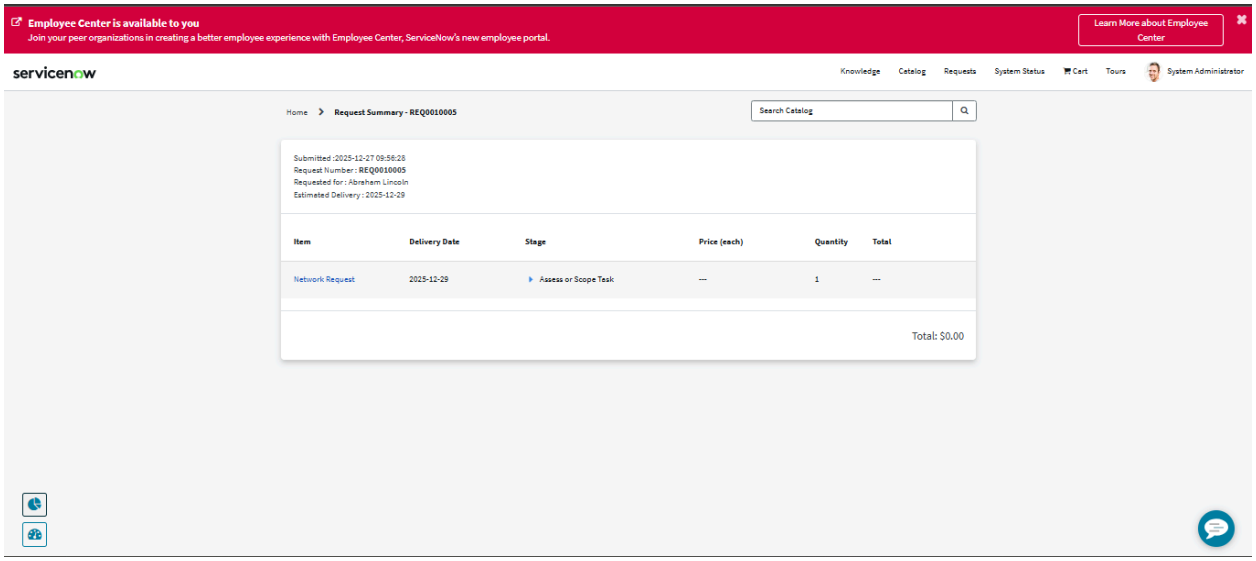
1. Request Creation

- A **Network Request** was submitted from the Service Portal.
- All catalog variables (requester details, device details, address, etc.) were captured successfully.
- A unique **Request Number (REQ)** was generated automatically.

📸 **Screenshot Required**

- Service Portal – Network Request submission page
- Request Summary page showing Request Number





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2. Data Persistence Validation

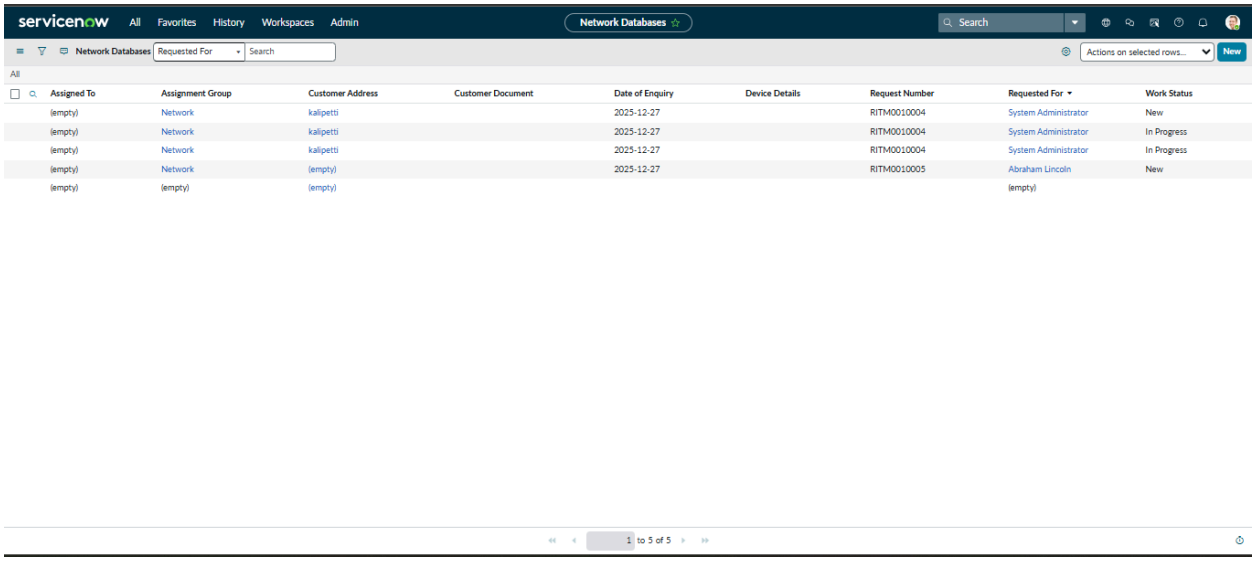
- Upon submission, a new record was automatically created in the custom table **u_network_database**.

- Verified that all mapped fields were populated correctly:

- Request Number
- Requested For
- Device Details
- Customer Address
- Work Status
- Assignment Group
- Date of Enquiry

📸 Screenshot Required (CRITICAL)

- u_network_database list showing the newly created record
- Individual record form showing populated field values

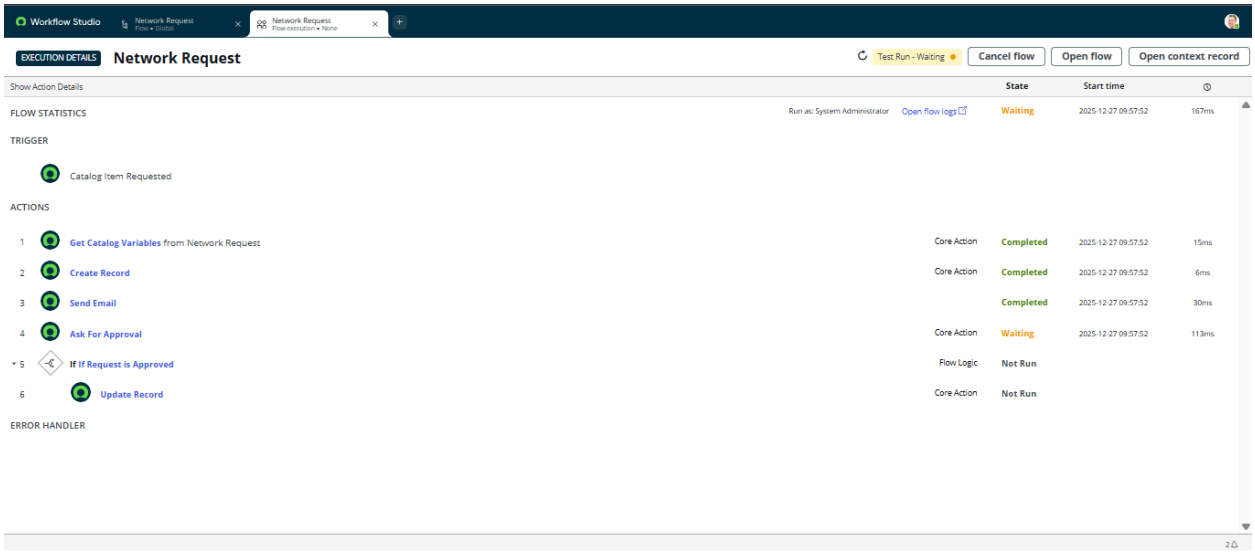


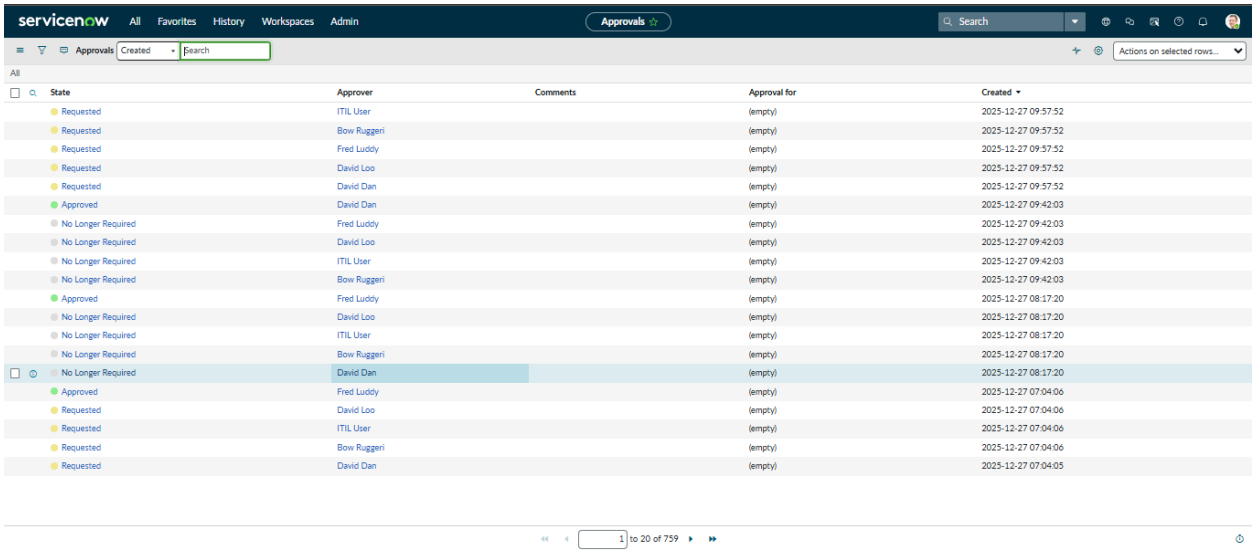
3. Approval Routing Verification

- The approval request was automatically generated using Flow Designer.
- Approval was routed dynamically based on configured logic.
- Approval state was tracked successfully.

📸 Screenshot Required

- Approvals list showing the request in **Requested** state
- Approval record opened (before approval)





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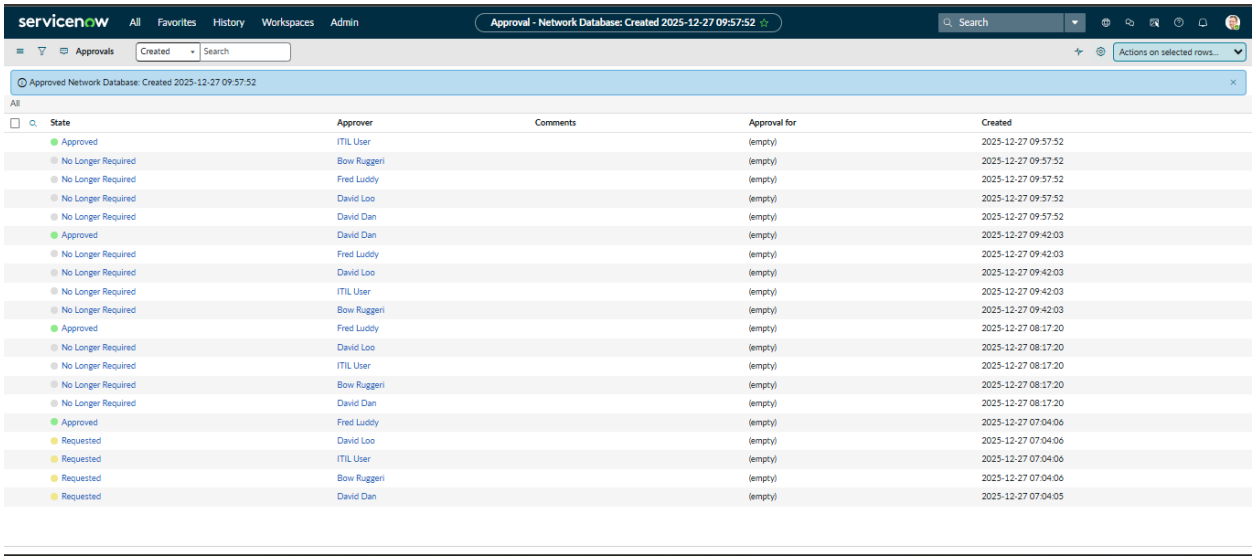
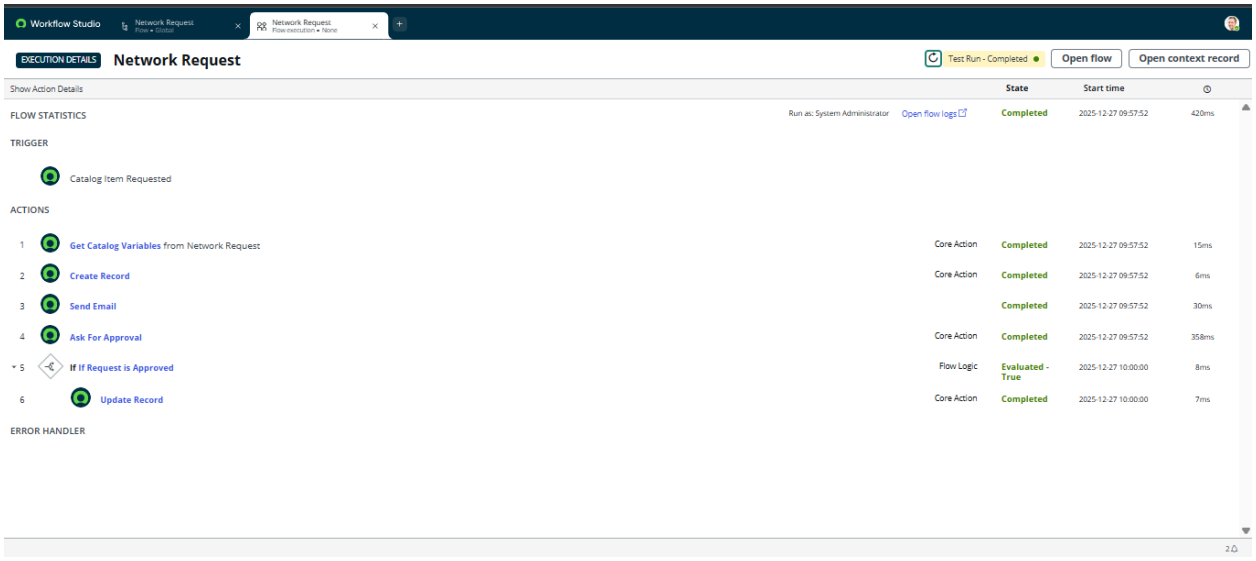
4. Approval Action & Workflow Continuation

- The approval was manually approved by the approver.
- Flow logic evaluated the approval state correctly.
- The workflow proceeded only after approval.

📸 Screenshot Required

- Approval record after approval (State = Approved)
- Flow Execution Details showing:
    - “If Request is Approved” ⟶ Evaluated = True



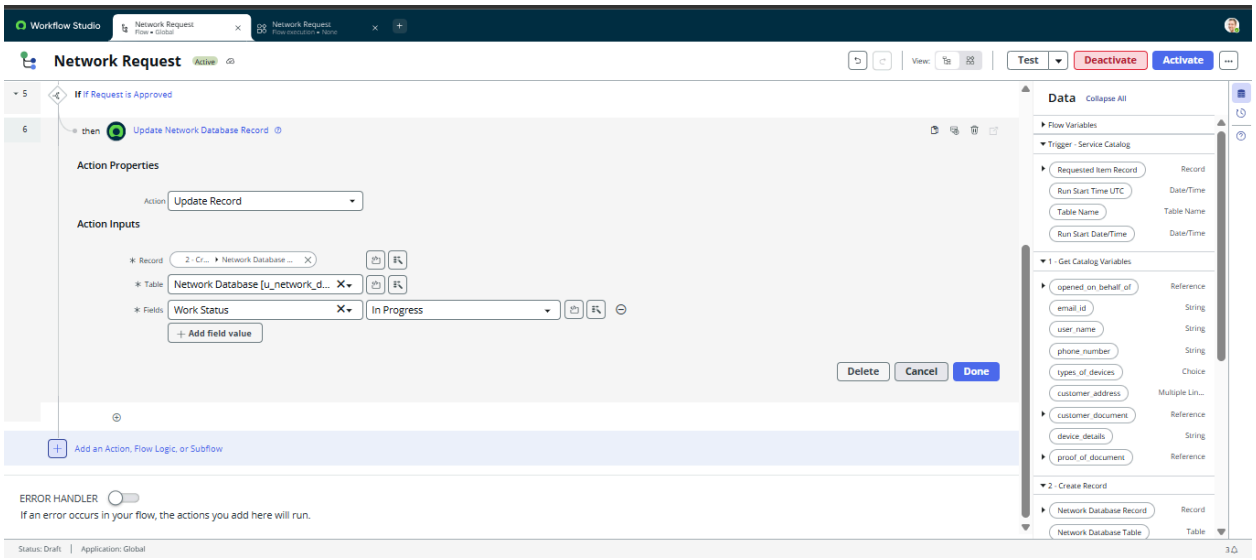


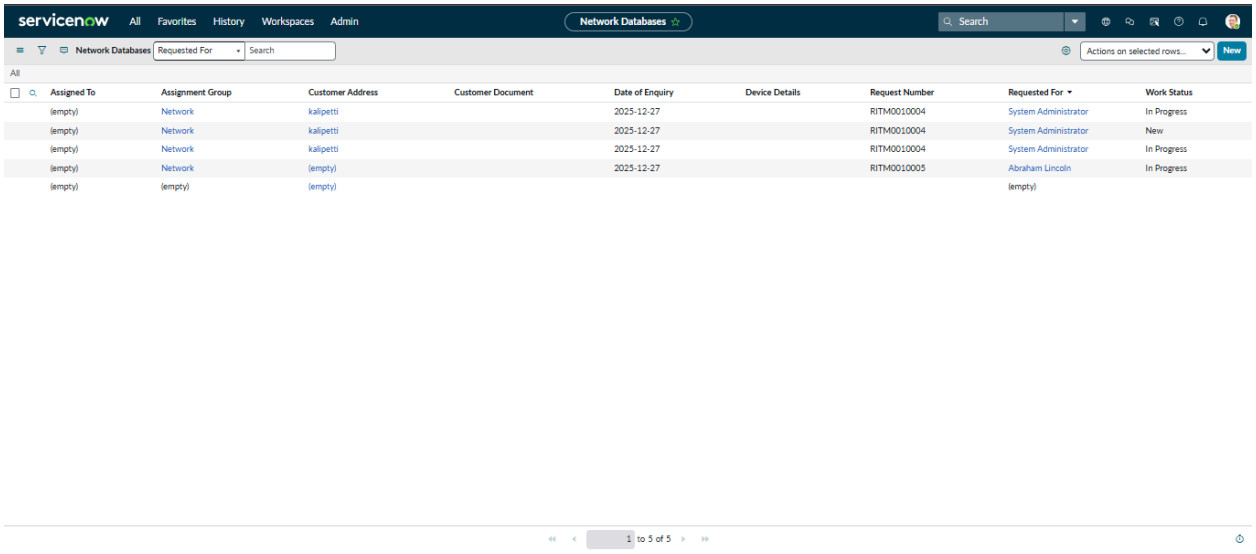
5. Post-Approval Record Update

- After approval, the corresponding record in **u_network_database** was updated automatically.
- Work Status and related fields reflected the approved state.
- Audit history captured all field changes.

📸 Screenshot Required

- Updated u_network_database record
- Activity / Audit section showing system-driven updates



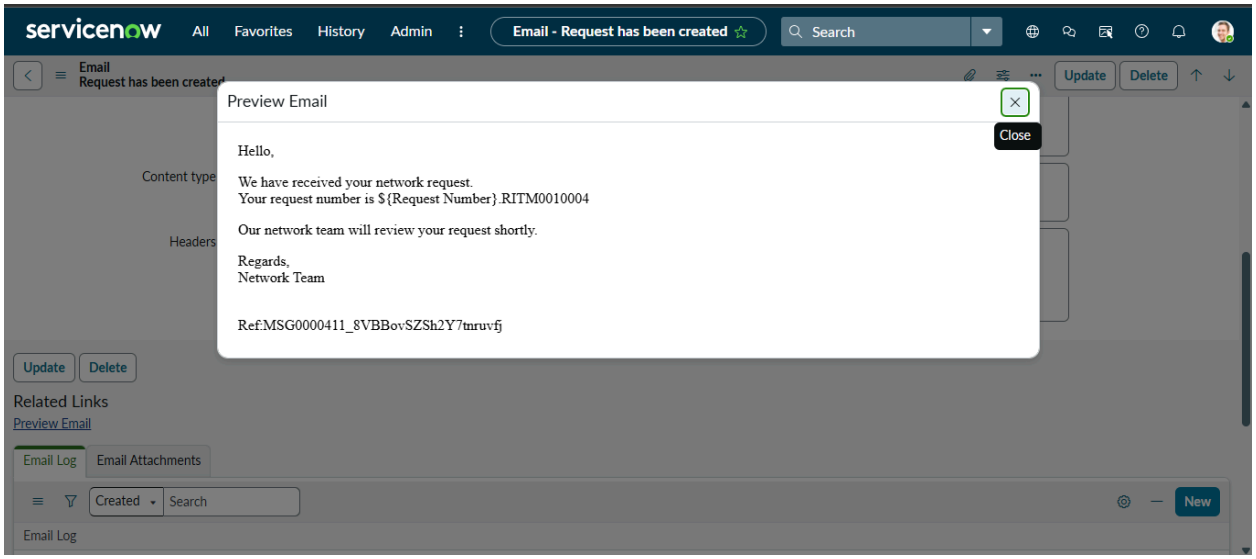


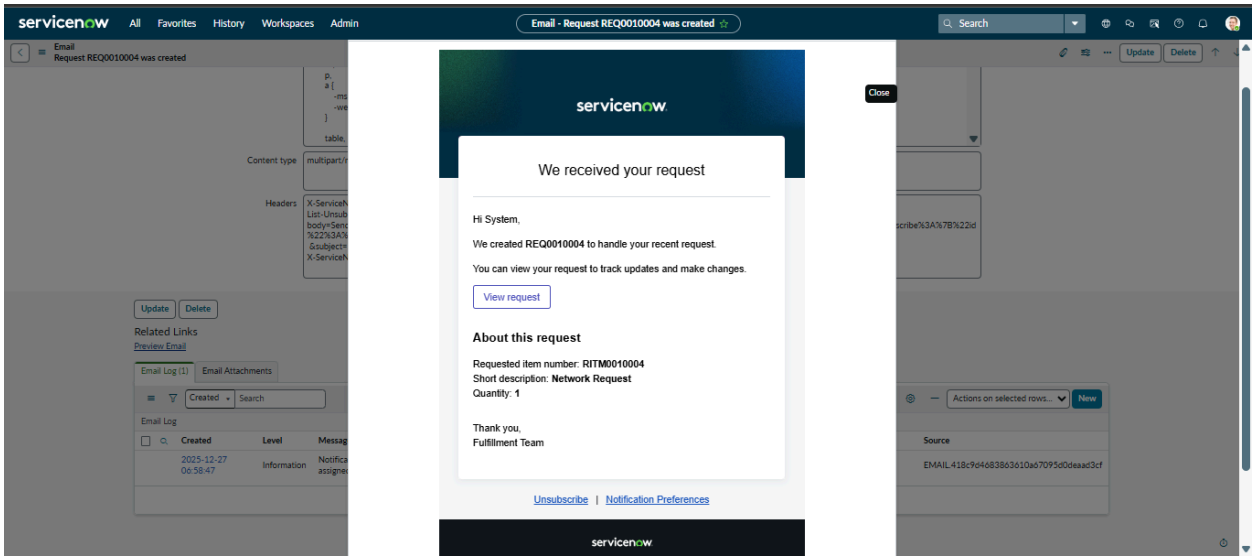
6. Email Notification Validation

- Email notifications were triggered during request creation and approval stages.
- Email content contained correct requester name and request number.
- Email logs confirmed successful dispatch.

📸 Screenshot Required

- Email preview (notification content)
- System Logs → Emails list showing sent email entries





Validation & Audit Checks

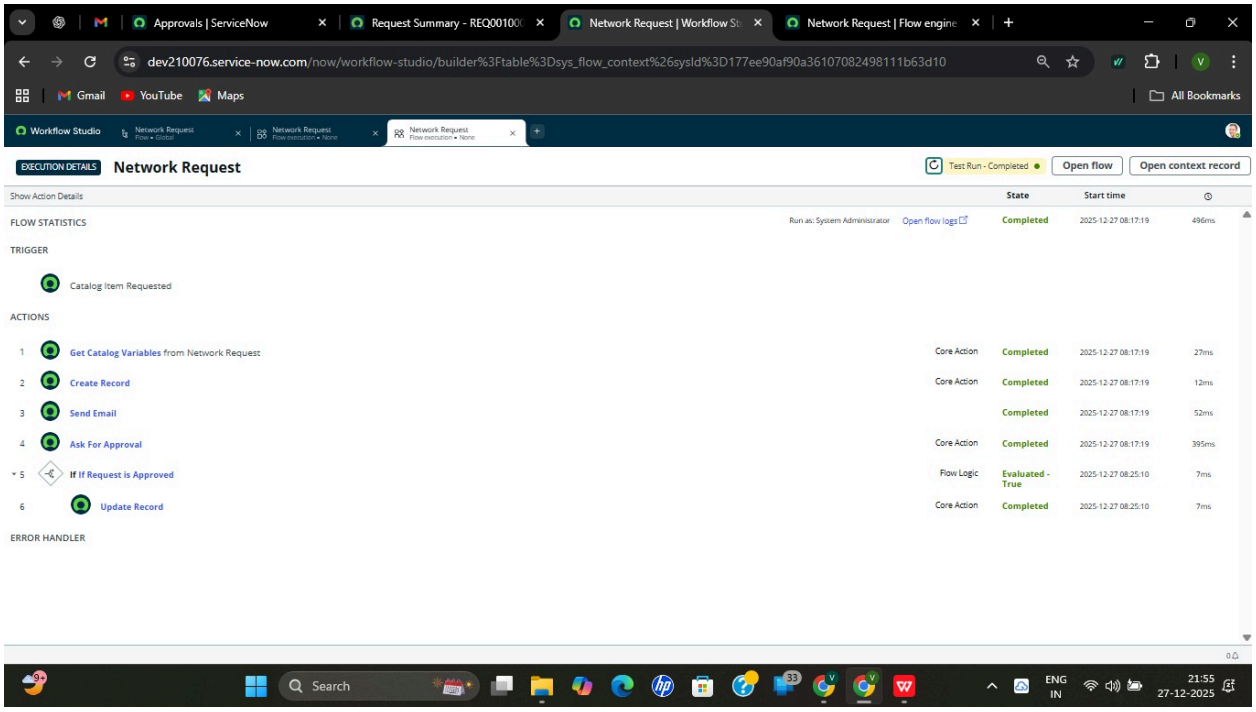
The following system-level validations were performed:

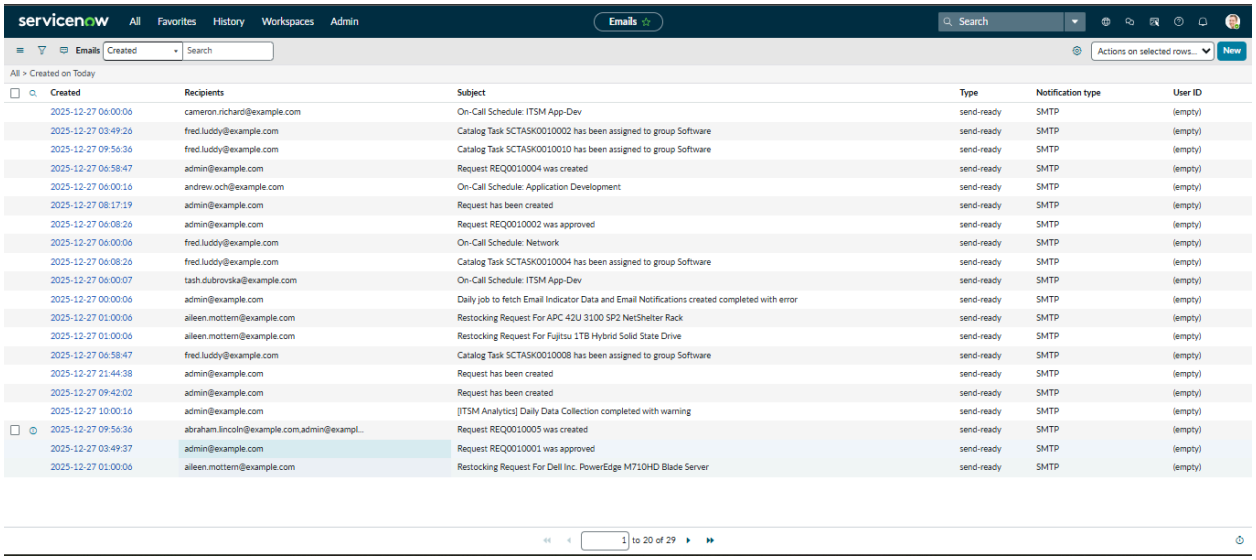
- **Flow Execution Details**
    - Verified that all actions completed successfully.
    - No blocking errors observed in the flow execution.
- **System Logs**
    - Checked system email logs for successful notification delivery.
    - Reviewed flow execution logs for warnings and errors.
- **Audit History**
    - Confirmed that all field updates were recorded correctly.

- Verified approval actions were logged properly.

📸 Screenshot Optional (Good to Have)

- Flow Execution Details screen (Completed state)
- System Logs showing execution entries





QA Testing Outcome

The QA testing phase successfully validated the entire automated workflow.

Results Achieved:

- ✅ End-to-end request lifecycle validated
- ✅ Data captured and stored accurately
- ✅ Approval workflow executed correctly
- ✅ Notifications triggered successfully
- ✅ Audit trail maintained
- ✅ No manual intervention required

Final Conclusion

The QA testing confirms that the **Automated Network Request Management** solution functions reliably and meets business requirements.

The system is stable, auditable, and ready for production-level usage with full traceability across request creation, approval, and completion stages.