

QA Testing

1. Introduction

Quality Assurance (QA) testing validates the end-to-end functionality of the Automated Network Request Management system. This phase ensures that requests progress correctly through submission, approval, notification, and closure stages.

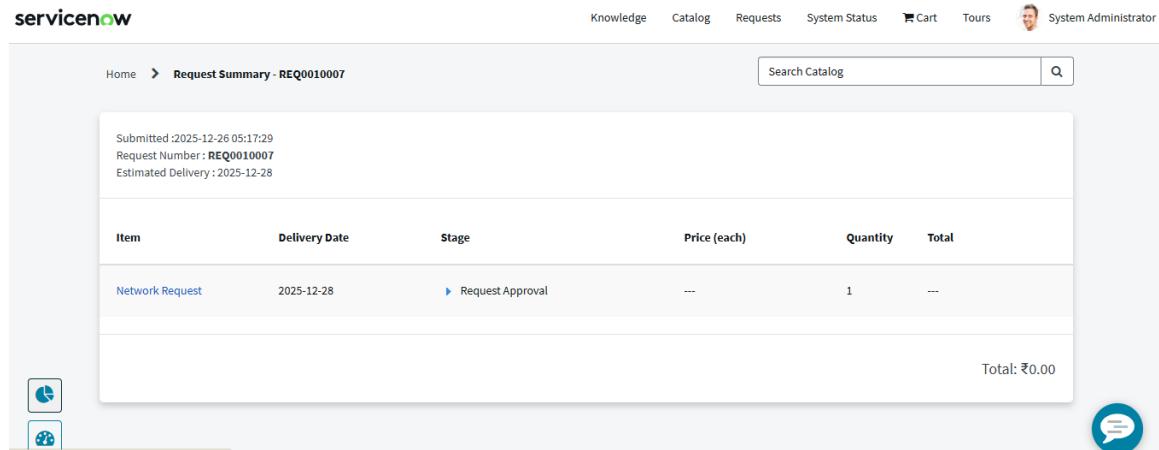
2. Request Lifecycle Verification

Testing Scope

Simulated real-world request scenarios were used to verify:

- Request creation
- Approval routing
- Email notifications

3. Testing Activities



The screenshot shows a ServiceNow Service Portal page titled "Request Summary - REQ0010007". The top navigation bar includes links for Knowledge, Catalog, Requests, System Status, Cart, Tours, and a System Administrator profile. The main content area displays the following information:

Submitted :2025-12-26 05:17:29
Request Number : **REQ0010007**
Estimated Delivery : 2025-12-28

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Network Request	2025-12-28	▶ Request Approval	---	1	---

Total: ₹0.00

On the left side, there are two small icons: a globe and a speech bubble. On the right side, there is a blue speech bubble icon.

Figure 3.1: Network Request Submitted via Service Portal

Request Number	a8f98bb0eb32010045e1a5115206fe3a	Date of Enquiry	2025-12-26
Assigned to	<input type="text"/>	Customer Address	123, 12th Avenue, New York, USA
Work Status	New	Customer Document	<input type="file"/>
Assignment Group	Network	Requested For	<input type="text"/>
Device Details	2	Email ID	<input type="text"/>

Figure 3.2: Verified request number generation

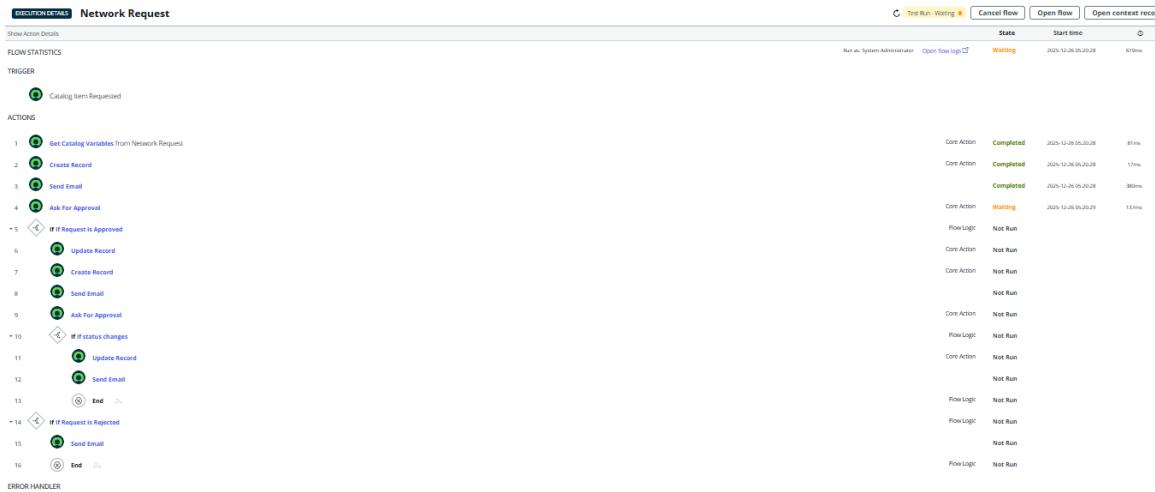


Figure 3.3: Waiting for the approval

Approval Network Database: Created 2025-12-26 05:20:28

Approver: Bow Ruggeri

Approving Network Database: Created 2025-12-26 05:20:28

State: Requested

Approval Reason: Not Yet Requested

Comments: Approved

Activities: 1

System Administrator

Approver: Bow Ruggeri

State: Requested

Field changes • 2025-12-26 05:20:29

Figure 3.4.1

Approved	Bow Ruggeri	TASK0021056	2025-12-26 05:41:42	2025-12-26 05:42:22
Approved	Bow Ruggeri	(empty)	2025-12-26 05:20:29	2025-12-26 05:41:42

Figure 3.4.2: Approved the requests

Preview Email

Hello ,
 The Network Task has been completed successfully.
 Thanks,
 Network Team

Ref:MSG0001379_311H6iNqv4ViMv90zhk1

Figure 3.5: Confirmed email notifications

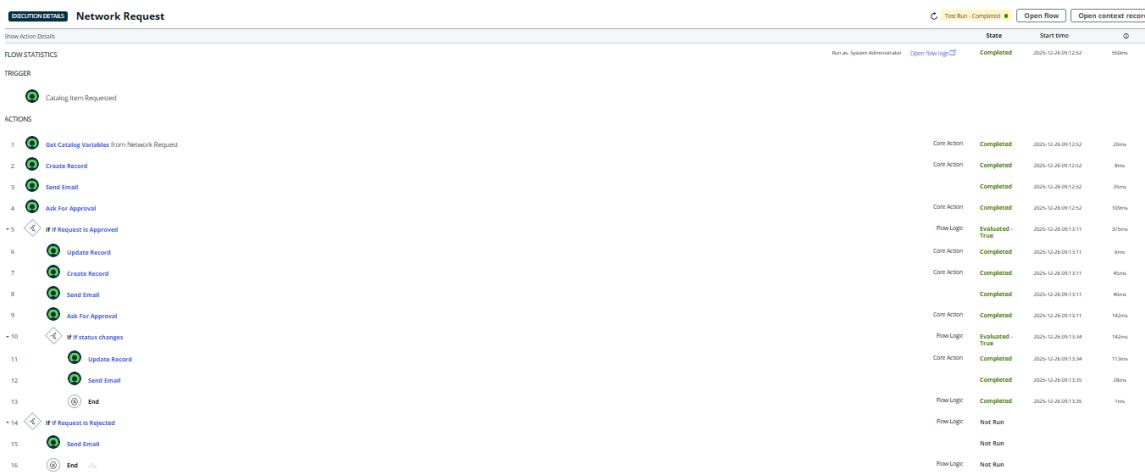


Figure 3.6: Flow Completed Successfully

- Submitted test requests via Service Portal.
- Verified request number generation.
- Approved and rejected requests.
- Confirmed email notifications.
- Checked request state transitions.

4. Logs and Audit Validation

- Used **System Logs** to verify flow execution.
- Checked **Audit History** for approval and state changes.
- Ensured no errors during automation execution.

5. Conclusion

QA testing confirmed that the system functions as expected across all stages of the request lifecycle, ensuring reliability, accuracy, and readiness for production deployment.