

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

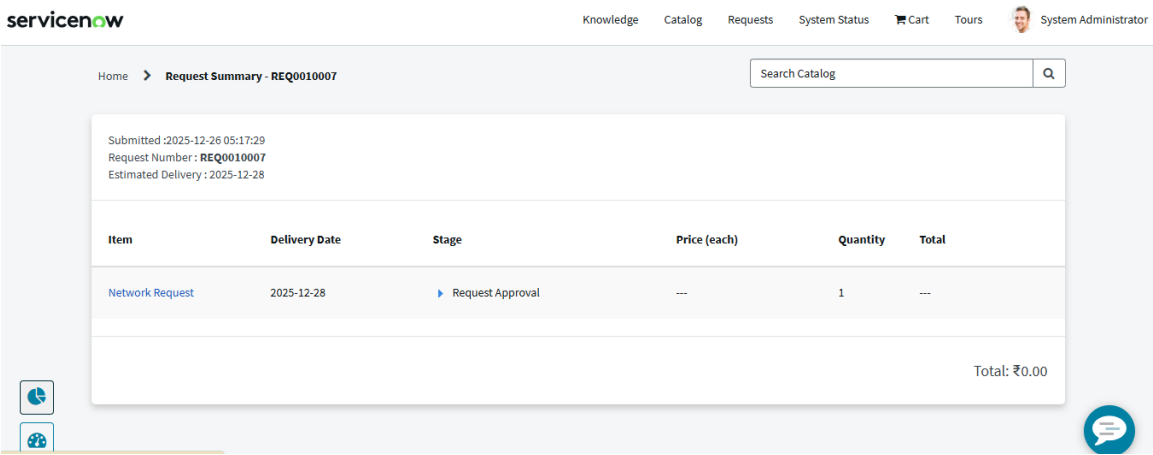


Figure 3.1: Network Request Submitted via Service Portal

Network Database

Created 2025-12-26 05:20:28

Update

Delete

Request Number

a8f98bb0eb32010045e1a5115206e3a

Date of Enquiry

2025-12-26

Assigned to

Customer Address

123, 12th Avenue, New York, USA

Work Status

New

Customer Document

Assignment Group

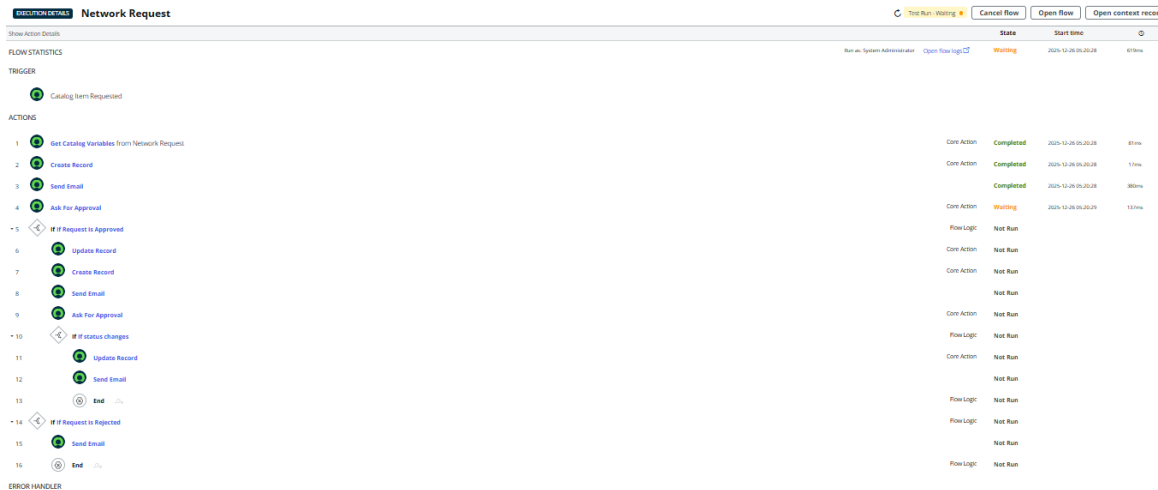
Network

Requested For

Device Details

2

Email ID



Approval

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

Update

Approve

Reject

Delete

Approver

Bow Ruggeri

Approving

Network Database: Created 2025-12-26 05:20:2

State

Requested

Approval Reason

Not Yet Requested

Requested

Comments

Approved

Rejected

Cancelled

No Longer Required

Post

Activities: 1

System Administrator

Approver

Bow Ruggeri

State

Requested

Field changes

2025-12-26 05:20:29

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

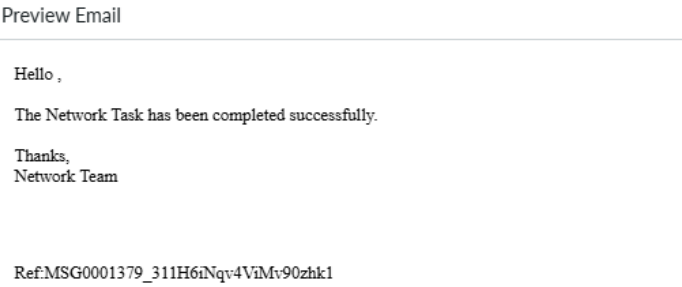


Figure 3.5: Confirmed email notifications

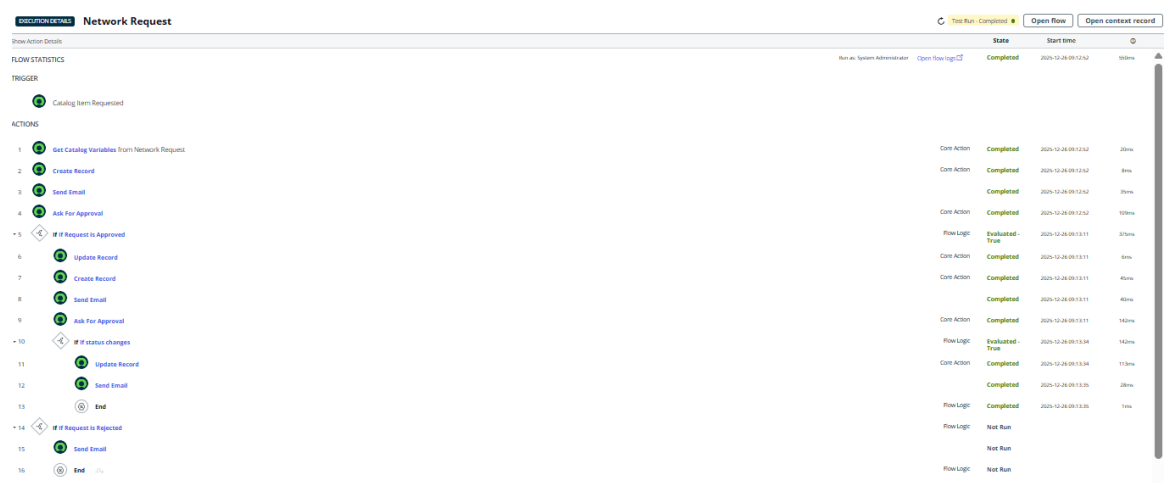


Figure 3.6: Flow Completed Successfully

- 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.