



Mediatrix Test Execution Report

Version 2.4.3



Powered by Intelligence

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1. Smoke Test

1.1 Summary of Execution 2.4.3

Smoke Test Scenario	Smoke Test Cases			
	Total	Passed	Failed	Blocked
Login and Start ERMS	7	7	0	0
Send 'New Mail' from ERMS	8	8	0	0
Send 'Answer' to a Question	10	10	0	0
Forward a Question	16	6	1	9
Requeue a Question	8	2	6	0
Multicase a Question	2	2	0	0
Save a Question	4	4	0	0
Complete a Question	5	2	3	0
Cancel a Question	3	2	1	0
Operator Mode	28	25	3	0
View Mail Character Encodes	13	11	2	0
Text Module	8	8	0	0
Keywords	7	7	0	0
Auto Quote Enable	1	1	0	0
Preview of Questions	6	6	0	0
Show Information	1	1	0	0
View-Filter	1	1	0	0
Action Codes	2	2	0	0
Address Book	3	3	0	0
Admin Project	3	3	0	0
Admin SubProject	3	3	0	0
Admin Agent	10	9	1	0
Escalation	2	2	0	0
Filter	8	8	0	0
Lock Mails	2	2	0	0
Profile	7	7	0	0
Time Zone Holiday Escalation	2	2	0	0
Total	170	144	17	9

1.2 Summary of Issue Reported

Priority	Issue ID	Description	Status	Fix Version
Major	MX-4483	FAQ - Link was not enabled for question present in mail and exception was thrown	Open	2.4.5
Major	MX-4479	View Mail - New lines were not displayed in 'Plain Text' format when input was given from Keyboard	Closed	2.4.3
Minor	MX-4411	Question log - refusal reason text for a requeued question was displayed with HTML tags	Open	2.5
Major	MX-4478	Questions under 'Requeue for own editing' block not opened from Homepage	Open	2.4.5
Major	MX-4247	Cancel operation in operator mode with prefetch mode ON was causing exception	Open	2.4.4
Major	MX-4480	Warning message was displaying while cancelling / completing a question even no changes were made	Open	2.4.5
Minor	MX-4409	With HTML text in answer body after 'Cancel' operation dialog "Form contain some uncommitted changes" was not appeared	Open	2.4.5
Minor	MX-4485	Agent Change Password from Menu Bar was setting cursor in to waiting state	Open	2.4.5