**Acceptance testing:**

Alpha testing:- for this part of the development cycle, a member of the development team will act as a typical customer attempting to use the system & actively engage with members of the organization who are responsible for assisting a given customer.

A member of the development team will interact with the proposed online system and fill out a ticket with relevant information then submit it. A member of our organization will be trained the expected amount of time it takes an employee to learn to use the new system and as act service rep and is expected to process the ticket and alert a technician if needed. Once the ticket is processed the service rep is expected to either provide a recommendation to the customer or provide a date on which the technician will arrive. The service rep must document any errors found while carrying out the required processes.

Beta testing:- once alpha testing has been successful a service rep from the target client will be trained the expected amount of time it takes an employee to learn to use the new system. A parent of one of our employees with little technical knowledge will be asked to participate in this stage of the development process. This parent will act as a dissatisfied customer and attempt to launch a complaint using the online system. The parent is expected to fill out a ticket using relevant information and submit it. Once the ticket is processed the service rep is expected to either provide a recommendation to the customer or provide a date on which the technician will arrive. When all required processes are completed both the parent and trained service rep will be asked to document any difficulty they encountered.