



Test plan Ben

Bèta



Describe the process of testing during the User Acceptance Test

Goal: Demonstrate core functionality to the client in a controlled test environment and gather feedback on usability and relevance.

Process/format:

- Prepare test cases and environment (eg acc version ready, dashboard setup)
- Joint demo and hands-on testing with client (eg 25 FAQ)
- Collect and prioritize feedback for improvements

Definition of Done:

- All key functions demonstrable (=must haves)
- No blocking issues
- Feedback reviewed and prioritized, and next actions agreed

UAT: User Acceptance Test



Describe the process of testing during the User Acceptance Test

Goal: Confirm the solution meets agreed functional and non-functional requirements; formal client acceptance before go-live.

Process/format:

- Prepare UAT plan, scenarios, and test data
- Client executes tests independently with support/guidance

- Log issues and resolve blockers before sign-off

Definition of Done:

- X% cases passed (predefined)
- No open critical issues
- Client provides formal go-live approval

Functional

- Test 10 cases in SF Sandbox
 - 5 from a web form
 - 5 from email origin
 - 7 with draft response outcome
 - 3 with escalation outcome
- create in queue NL Etna Cases
- pick up by Ben
- process correctly
- Goal = 10/10

PIT: Production Integration Test



Describe the process of testing during the Production Integration Test

Goal: Validate that the solution functions correctly in the production environment, including integrations and access.

Process/format:

- Deploy to production and verify key integrations
- Joint validation of functionality, technical access, dashboard setup
- Document results and confirm operational readiness

Definition of Done:

- All integrations verified successfully
- No critical configuration or performance issues
- System approved for live use