



Ticket Manager Testing

1. Notes are successfully added, edit and delete.
2. In Asset Manager, When we click on Add Asset and Select Asset Template then we close the asset pop-up form. the form is not reset

Asset Manager interface showing a table with one asset and a filter bar below it.

Show	50	entries	Search:	
ID	Asset Title	Template Name	Actions	
1	null	save1	 	

Filter bar:

- Department: Billing / Quotes
- Tech Lead: Muhammad Kashif
- Type: Task
- Status: Open
- Priority: Low

- 3.
- 4.
5. Add Follow Up form also not reset when we close it.

Update SLA Plan form:

SLA Plan: asd12

Buttons: Save, Close

- 6.
7. Default SLA plan is not added in dropdown.

Reset SLA Plan form:

Reply Due: mm/dd/yyyy --:-- --

Resolution Due: mm/dd/yyyy --:-- --

Buttons: Save, Close

- 8.
9. In Reset SLA Plan show reply due date and resolution due date, Reset button working fine as expected.


10. In Ticket replies, I added images, videos and doc files all working fine. but when we click on Add ticket button and attach videos and documents they not open properly.

Show entries Search:

	Status	Subject	Ticket ID	Priority	Customer	Last Replier	Replies	Last Activity
<input type="checkbox"/>	Awaiting Feedback	test dev ticket	QFX-393-2484	Medium	abdul1 rehman1	---	---	08/20/2021
<input type="checkbox"/>	Awaiting Feedback	hijri	FGL-331-5704	Low	abdul1 rehman1	---	---	08/06/2021
<input type="checkbox"/>	Open	ticket for email1	NYJ-979-7830	Medium	abdul1 rehman1	Muhammad Kashif	5	08/20/2021
<input type="checkbox"/>	Open	ticket updated	LYQ-468-1082	Medium	abdul1 rehman1	---	---	08/08/2021
<input type="checkbox"/>	Open	ticket manager testing	PCQ-041-3057	Low	abdul1 rehman1	Muhammad Kashif	1	08/25/2021
<input type="checkbox"/>	Open	Excel file	RDJ-035-8717	Low	abdul1 rehman1	---	---	08/25/2021
<input type="checkbox"/>	Open	issue in wp site	STB-226-3734	Low	abdul1 rehman1	---	---	08/25/2021
<input type="checkbox"/>	Open	excel file test dev	IFN-423-8177	Low	abdul1 rehman1	Muhammad Kashif	1	08/25/2021
<input type="checkbox"/>	Open	Display title	HWT-192-9294	Low	abdul1 rehman1	Muhammad Kashif	1	08/25/2021
<input type="checkbox"/>	Awaiting Feedback	Testing customize subject	AUC-772-2795	Medium	abdul1 rehman1	---	---	08/18/2021

11. not working

Tickets

08/25/2021  All Assignees All Statuses

Calendar (0) Add ticket

10
All Tickets

6
My Tickets

8
Open

0
Unassigned

0
Overdue

2
Trash

Spam Merge Move to Trash

Show/Hide