Date	Scenario description	Main Category	Sub Category	Expected result	Actual Results	Relevant url link	Review Date	Review Status
22-Aug-25	When user tries to enable/disable the live chat button,the button is greyed out and does not respond to clicks	UI/UX	Button Functionality	Live chat button should enable/disable on click	button gets greyed out,no click possible toggle not working	https://qahelpdesk.helplama.com/live-chat/chats	22-Aug-25	Approved
23-Aug-25	Tested login/logout using valid credentials. both processes executed without errors	Functional	Authentication	User should be able to login and logout successfully without errors	login and logout working correctly	https://qahelpdesk.helplama.com/	23-Aug-25	Approved
23-Aug-25	In setting there is spelling mistake in account setings and email signiture instead of setting and signature	UI/UX	Spelling	User should able to see the correct spelling of account seting and email signiture instead of account setting and email signature	There is misspelled in setting "Account seting" "Email signiture"	https://qahelpdesk.helplama.com/settings/Profile	23-Aug-25	Approved
23-Aug-25	Checked navigation by clicking on all menu options in the dashboard	Functional	Navigation	User should be able to redirect correct page after clicking on nav menu bar	All dashboard pages opened properly wheen user click on it	https://qahelpdesk.helplama.com/	23-Aug-25	Approved

23-Aug-25	User fills are required filelds in the Add Ticket form and submit it. the form applies field validation like mandatory fields format check correctly and succesfully create a ticket	Form	Ticket Creation	A new ticket should be generated after the form is filled correctly and submitted	Ticket creation and validation working as expected	https://qahelpdesk.helplama.com/tickets/all/ticket-view	23-Aug-25	Approved
25-Aug-25	When the user navigates to the live chat section and select the "Go to Setting" option,the option does not respond on click	Live Chat	Settings	The "Go to Setting" option should be clickable and redirect the user to relevant setting page	The option remains unresponsive on click and no action is triggered	https://qahelpdesk.helplama.com/live-chat/settings	25-Aug-25	Approved
25-Aug-25	When the user goes to Profile Setting under Account Settings and click on the "Role" option the option does not respond	Account Setting	Profile Setting	The rle option should be clickable and allow user to view or change the role setting	The role option remains unresponsive and no action is triggered	https://qahelpdesk.helplama.com/settings/Profile	25-Aug-25	Approved

25-Aug-25	When user navigates to Email Signature setting> Preview that customer will see,the Reply and Forward buttons are not working	Setting	Email Signature	User should be able to click on Reply and Forward buttons to preview signature properlly	Reply and Forward buttons are unresponsive (no action happens when clicked)	https: //qahelpdesk. helplama. com/settings/E mailSignature		25-Aug-25	Approved
25-Aug-25	When user tries to add a teammate in Team management> Add Member, entering an invalid email without "@gmai.com" shows a generic error message instead of proper validation message	Setting	Team Managme	A proper validation error message should appear like "*please enter a valid email address containing @ character*"	System show aa generic error"*All field required*" instead of specific email validation message	https: //qahelpdesk. helplama. com/settings/T eams/36		25-Aug-25	Approved

25-Aug-25	In Setting>Team Managment, when user creates a new team,the system shows a success message but the created team does not appear in the team list instead the page keep loading without displayin the created team	Setting	Team Managm	After successful creation,the newly added team should be displayed immediately in the team list	System shows a success creation message but the created team is not visible page only shows continous loading	https://qahelpdesk.helplama.com/settings/Teams		25-Aug-25	Approved
25-Aug-25	An unwanted element appears below the signature area "skip to content chat history" which is not part of the expected UI	UI/UX	Functionality	The signature area should only display the relevant fields without any extra element	An unrelated element "skip to content chat history" appears below the signature area	https://qahelpdesk.helplama.com/settings/Brands		25-Aug-25	Approved

25-Aug-25	In Ticket>ticket view when a user select a ticket and assignn it,the system shows 0 ticket(s) assigned to qahelpdesk" instead of updating the correctassignet ticket count	Ticket	Ticket View	After assigning a ticket,the correct number of assigned tickets should be displayed for the selected user	System still shows "0 tickrt (s) assigned" even after successful assignment	https: //qahelpdesk. helplama. com/tickets/all/ ticket-view	25-Aug-25	Approved
26-Aug-25	In Setting>Profile setting when user tries to edit the email address field,it is not editable	Setting	Profile Setting	User should be able to edit and update email address field	Email address field is disabled and cannot be edited	https: //qahelpdesk. helplama. com/settings/Pr ofile	26-Aug-25	Approved
26-Aug-25	When user tries to add a ticket,the form opens but on clicking the close button, nothing happens.the button is not responding	Ticket	Add Ticket form	On clicking the close button the form should close immediately	Close button is not clickable and the form remain open	https: //qahelpdesk. helplama. com/tickets/all/ ticket-view	26-Aug-25	Approved

26-Aug-25	In the ticket section,when the user tries to search for an existing ticket using the search bar,the results are not displayed.the search functionality is not working as expected	Ticket	Search Functionality	On entering a valid keyword or ticket ID the system should display the relevant ticket (s)	When the user search the ticket by name or ID no ticket are displayed and the search functionality does not respond	https://qahelpdesk.helplama.com/tickets/all/ticket-view		26-Aug-25	Approved
26-Aug-25	After a user creates a new ticket,a success message is displayed. however when the user click on the "View Ticket" option a blank screen is displayed instead of showing the ticket details	Ticket	Ticket View	After clicking on "View Ticket" the user should be able to see the details of the created ticket	After clicking on "View Ticket" a blank screen is displayed and no ticket detail are visible	https://qahelpdesk.helplama.com/tickets/all/ticket-view/ticket/		26-Aug-25	Approved

26-Aug-25	On te Home Page,under the "Total Number of open ticket" section,when the user click on the "View Ticket" option, nothing happens.The option is not clickable and tckets are not displayed	Ticket	Home Page-Open Tickets	Clicking on the view ticket option should redirect the user to the respective ticket details page	The "view Ticket" option is not clickable,and no ticket details are shown	https: //qahelpdesk. helplama.com/		26-Aug-25	Approved
26-Aug-25	When the user clicks on the company logo displayed on the top navigation bar, it does not redirect to the Home page. The logo is not clickable.	Navigation	Logo	Clicking on the company logo should redirect the user to the Home page	The company logo is not clickable, and no redirection happens.	https: //qahelpdesk. helplama.com/		26-Aug-25	Approved
27-Aug-25	When user clicks on "User" option under Settings,the system redirects to the Home Page insteas of opening the user-related setting page	Setting	User Management	On clicking User under setting ,the user settings/detail page should open	Clicking on User redirects to the Home Page	https: //qahelpdesk. helplama. com/settings/Pr ofile		27-Aug-25	Approved

27-Aug-25	User tries to access the Live Chat option to initiate a conversation, but instead of opening chat, "No chat found" message appears. There is no option for the user to start a new chat session.	Live Chat	Chat initiation	User should be able to start a live chat session with support.	System only shows "No chat found" and no option to start chat is available	https://qahelpdesk.helplama.com/live-chat/chats		27-Aug-25	Approved
27-Aug-25	On the dashboard page,check the headings of all summary boxes.Notice that the heading "Mised live chat Requests past 24 hrs" is misspelled ,it should be "Missed live chat Requests Past 24 hrs"	UI/UX	Spelling Mistake	All dashboard headings should have correct spelling.the heading should read "Missed Live Chat Requests Past 24 hrs"	The dashboard heading is misspelled as "Mised Live Chats Requests Past 24 hrs"	https://qahelpdesk.helplama.com/		27-Aug-25	Approved

| 27-Aug-25 | Go to the tickets page and click on any sidebar views with ticket count 0. Observe that" No ticket found" appears for these empty views | UI/UX | Empty or unnecessary views displayed in sidebar | Only sidebar views with atleast 1 ticket should be visible,and clicking a view should display its tickets | Sidebar shows multiple view with 0 tickets, and clicking these views displays "No ticket found" | https://qahelpdesk.helplama.com/tickets/viewId::2/ticket-view/ | | 27-Aug-25 | Approved |
| 27-Aug-25 | When the user navigates to the "Call Recording" page , no call recordings are shown and the message " Found No Data" displays,but there is no option or guidance provided on how to enable or set up call recording, which causes user confusion | Usability | Missing Instruction | The user should see an option, guidance,or help message explaining how to set up or enable call recording | Only the message "Found No Data" is displayed with no instruction or setup options provided | https://qahelpdesk.helplama.com/recordings | | 27-Aug-25 | Approved |

28-Aug-25	When selecting any column below "Created" from the "More Columns" menu those columns do not appear in the ticket table, while columns above "Created" show as expected. If a column is unselected it is removed from the table but newly selected columns after "Created" are not added	More Column	Visibility	All columns that are selected from the "More Columns" menu including those below "Created" should appear and be visible in the ticket table for the user	Columns selected below "Created" in the "More Columns" menu do not appear in the ticket table even after being checked while columns above "Created" display correctly	https://qahelpdesk.helplama.com/tickets/viewId::2/ticket-view/	28-Aug-25	Approved

28-Aug-25	When the user selecting all tickets status (Open, Pending, and Closed) in Filter the user is unable to deselect the "Open" status while other can be removed successfully . This cause limitation in filtering tickets accuratey and restricts the user control over ticket status display	Filter Functiona	Ticket Status Filter	User should be able to freely select and unselect any ticket status filter option including "Open" to precisely filter tickets	User can select all ticket statuses but the "Open" status cannot be unselected or removed restricting filter functionality	https: //qahelpdesk. helplama. com/tickets/vie wId::2/ticket-view/		28-Aug-25	Approved
28-Aug-25	The loading spinner on the Teams page keeps spinning and the data does not load, which prevents the user from accessing any team	Functional	UI	Teams page data should load successfully and the loading spinner should disappear, allowing the user to access and select any team	The loading spinner remains visible on the Teams page and the data does not load preventing the user from accessing any team	https: //qahelpdesk. helplama. com/settings/T eams		28-Aug-25	Approved

28-Aug-25	When a user edits the team settings by changing the team name or assignment method and clicks "Save Changes" the application confirms the changes successfully. However upon reloading or revisiting the page the details of a different team are displayed instead of the updated team's information. This causes confusion and prevents users from verifying their changes indicating a defect in data loading or navigation logic after saving	Team Managme	Navigation error	After saving changes to team settings, the user should see the updated team details on the same page without being redirected or shown another information	Although changes are saved successfully, reloading or revisiting the page loads details of a different team causing confusion and preventing verification of changes	https://qahelpdesk.helplama.com/settings/Teams/38		28-Aug-25	Approved

28-Aug-25	The dashboard displays a spelling error in the label "Total Pending Social Media Reqests" where "Reqests" is misspelled and should be "Requests." This minor UI issue affects the professionalism and accuracy of the user interface and needs correction	Dashboard UI	Text	The spelling in the dashboard label should be correctly shown as "Total Pending Social Media Requests" providing a professional and error free user interface	The label displays the word "Requests" incorrectly spelled as "Reqests," resulting in a spelling mistake that reduces UI professionalism and could confuse users	https://qahelpdesk.helplama.com/	28-Aug-25	Approved

| 28-Aug-25 | The Instagram logo on the dashboard shows a pointer cursor on hover but clicking it does not trigger any action or navigation. This prevents users from accessing Instagram via the icon, indicating a functional bug that needs to be fixed | Dashboard UI | Icon Functionality | Clicking the Instagram logo on the dashboard should navigate the user to the respective Instagram page or perform the intended action | Clicking the Instagram logo shows a pointer cursor but does not trigger any navigation or action, causing a broken or unresponsive user interaction | https://qahelpdesk.helplama.com/ | 28-Aug-25 | Approved |

| 28-Aug-25 | The dashboard displays the label "Missed Live Chat Requests Past 24 hrs" which uses the abbreviated form "hrs" instead of the full word "hours." This inconsistency in text presentation may confuse users and reduces the clarity and professionalism of the interface. The label should be updated to use a consistent and complete format to ensure clear communication and a better user experience | UI | Text | The dashboard label should consistently use the full word "hours" instead of the abbreviation "hrs" | The dashboard lable use the short form "hrs" instead of hours which may confuse user | https://qahelpdesk.helplama.com/ | 28-Aug-25 | Approved |

| 28-Aug-25 | On the Profile Settings page, the "Contact Number" field accepts and displays alphabetic input ("alphabet ") instead of only allowing valid numeric phone numbers. There appears to be no input validation for contact numbers which can result in users entering incorrect or unusable contact information | Profile Settings | Contact No | The Contact Number field should only accept and save valid numeric phone numbers digits, and possibly characters like + or - and should reject or show an error for any alphabetic or special character input | The Contact Number field allows and displays alphabetic characters like, "alpha" without any validation error | https://qahelpdesk.helplama.com/settings/Profile | 28-Aug-25 | Approved |

| 28-Aug-25 | On the Profile Settings page, the instruction at the top states users can set their display name, profile picture, new password, and signature. However, the form below only provides fields for name, profile picture, email, contact number, and role. There are no fields or options to set a new password or signature, resulting in a mismatch between the instructions and the available form elements | UI/UX | Instructions | The Profile Settings page should show fields or options to set a new password and signature, as promised in the instruction at the top. | The Profile Settings page only provides options for name, profile picture, email address, contact number, and role. There are no options or fields available to set a new password or a signature, creating a mismatch between the instruction text and the actual page content | https://qahelpdesk.helplama.com/settings/Profile | 28-Aug-25 | Approved |

| 28-Aug-25 | On the Profile Settings page, the "Email Address" field appears greyed out and is not editable by the user, preventing updates to the email address from this screen even though users may expect to be able to change their email address as part of profile management | Functionality | Field Edit | Users should be able to edit and update their email address from the Profile Settings page, or there should be a clear message explaining why this field is non editable and where it can be changed instead | The email address field is disabled (greyed out) and cannot be edited, with no message explaining the restriction or any alternate process provided | https://qahelpdesk.helplama.com/settings/Profile | 28-Aug-25 | Approved |

| 29-Aug-25 | When the website is accessed on a slow network (such as 3g),it should load and function properly without freezing, crashing,or showing errors | Performance Is | Slow Network | The website should load and function properly within a reasonable time on a slow network. loading indicators like spinner should appear while content is loading,and all interactive elements should remain responsive.the website should handle slow or interupted nrtwork | The website takes excessive time to load or fails to load completely on a slow network. Interactive elements become unresponsive or freeze, and no loading indicators or error messages are displayed, resulting in a poor user experience | https: //qahelpdesk. helplama. com/settings/Pr ofile | 29-Aug-25 | Approved |

| 29-Aug-25 | When the user navigates to the HelpLama login page, the heading text and subheading are displayed incorrectly. Instead of showing the correct text "Log in to Helpdesk," the page shows "Lo in to Helpesk." This creates confusion for the end-user reduces professionalism and may cause mistrust about the platform's quality such spelling and spacing errors impact the user experience and brand credibility | UI/UX | Spelling | The login page should display the heading correctly as "Log in to Helpdesk" without any spelling or spacing issues | The heading is displayed as "Lo in to Helpesk" which is incorrect | https://qahelpdesk.helplama.com/login | 29-Aug-25 | Approved |

| 29-Aug-25 | On the login page, the option "Remember me" is displayed without any checkbox or toggle. This creates confusion for the user because they cannot interact with the option to save login credentials. The absence of the functional checkbox reduces usability, as the user expects to be able to enable or disable this feature. Such incomplete UI elements can negatively impact trust and user experience | UI/UX | Missing Element | The "Remember me" label should have a proper checkbox beside it allowing users to select or deselect the option as per their preference | The "Remember me" text is displayed without any checkbox making the option non-functional | https://qahelpdesk.helplama.com/login | 29-Aug-25 | Approved |

29-Aug-25	On the login page while entering the password, there is no eye (show/hide) icon available to toggle the visibility of the password. This prevents the user from verifying the characters they typed, which can lead to login errors and poor user experience. For accessibility and ease of use, almost all modern applications provide this feature	UI/UX	Missing Features	The password field should display an eye icon that allows the user to toggle visibility of the password for verification	The password field does not contain any eye icon, restricting the user from viewing the entered characters	https://qahelpdesk.helplama.com/login	29-Aug-25	Approved

| 29-Aug-25 | The login page lacks a "Forgot Password" option, preventing users from resetting their password if forgotten. This leads to user frustration and increased support requests. A proper password recovery feature should allow users to request a reset link via email, ensuring account access is easily restored while maintaining security | Authentication | Forgot Password | Users see a clear link to reset their password on the login page. Upon clicking, they can enter their registered email to receive a secure reset link. This link is time-limited and single-use, allowing the user to set a new password securely. After resetting, the user can log in with the new password successfully. | The actual result when this feature is missing is that no such link or option is available, preventing users from recovering their password on their own. This causes frustration, blocked access, and increased support complaints | https://qahelpdesk.helplama.com/login | 29-Aug-25 | Approved |

| 29-Aug-25 | In ticket creation after the successfully ticket creation the pop up msg show spelling mistake in the popup message is "sucessfully," which should be corrected to "successfully." Fixing such typos is important for maintaining a professional and polished user interface | Ticket | Ticket Creation | After the successfully ticket creation the user should be see the pop up message "Ticket has been successfully created" instead of misspelled "Ticket has been created sucessfully" | The user see the pop up message ater the creation of ticket is "Ticket has been sucessfully created" it is misspelled | https: //qahelpdesk. helplama. com/tickets/all/ ticket-view | 29-Aug-25 | Approved |

| 29-Aug-25 | After creating a ticket successfully, a confirmation pop-up appears with a "View Ticket" button. Clicking this button should redirect the user to the ticket details page. If the button leads to a blank screen, it is considered a bug, as the user cannot view the ticket information | Functionality | Navigation | After creating a ticket successfully, the system should show a confirmation pop-up with a "View Ticket" button. Clicking the button should redirect the user to the ticket details page so that they can view all information related to the newly created ticket | After creating a ticket successfully, the system should show a confirmation pop-up with a "View Ticket" button. Clicking the button should redirect the user to the ticket details page so that they can view all information related to the newly created ticket | https://qahelpdesk.helplama.com/tickets/all/ticket-view | 29-Aug-25 | Approved |

| 29-Aug-25 | In ticket creation the button next to "Send As Open" should open additional send options. If this button is unresponsive and does not perform any action when clicked, it is a functional bug. This issue prevents users from accessing key ticket submission features and negatively impacts the ticket creation process | Ticket | Ticket Creation | The button next to "Send As Open" should be clickable and, when clicked, should display additional sending options or a dropdown menu allowing users to select different ticket statuses or actions | The button is unresponsive and does not trigger any action when clicked, preventing users from accessing additional ticket send options and limiting functionality during ticket creation | https://qahelpdesk.helplama.com/tickets/all/ticket-view | 29-Aug-25 | Approved |

29-Aug-25	On the ticket view page, the button labeled to show additional columns is misspelled as "More Coloumns" instead of the correct spelling "More Columns." This spelling error affects the user interaction	UI	Text	The button label should be spelled correctly as "More Columns" to ensure clarity and maintain a professional appearance.	The button label is misspelled as "More Coloumns," which is a spelling error and detracts from the user interface quality	https://qahelpdesk.helplama.com/tickets/all/ticket-view	29-Aug-25	Approved
29-Aug-25	In the ticket management system, the sidebar contains a "Hide Sidebar" button. When the user clicks this button, it should collapse the sidebar to provide more workspace, but the sidebar remains visible.	UI	Sidebar	When the user clicks the "Hide Sidebar" button, the sidebar should collapse or hide, providing more workspace and a cleaner interface.	Clicking the "Hide Sidebar" button does not hide the sidebar; it remains visible, preventing the user from using the full workspace efficiently	https://qahelpdesk.helplama.com/tickets/all/ticket-view	29-Aug-25	Approved

| 30-Aug-25 | In the login page when the user see the email input field the placeholder text is written as "Email adress" instead of "Email address". this is spelling mistake and gives the wrong impression on the login page | UI | Text | In the login page the placeholder in email input field should correctly display as "Email address" instead of "Email adress" | When the user opens the login page the email input field displays a placeholder text with a spelling mistake it shows "email adress" instead of "email address | https://qahelpdesk.helplama.com/login | | 30-Aug-25 | Approved |
| 30-Aug-25 | When the user opens the login page the password input field displays a placeholder text with a spelling mistake it shows "Enter pasword" instead of "Enter Password" | UI | Text | In the login page the password input field should display the correct placeholder text "Enter Password" in correct format | In the login page the password input field shows the incorrect placeholder text "Enter pasword" instead of "Enter Password" | https://qahelpdesk.helplama.com/login | | 30-Aug-25 | Approved |

| 30-Aug-25 | The login page shows "Log In" as the big heading at the top and "Log in" on the button below these two should be written the same way because it looks better and is less confusing right now one uses capital letters and the other does not so it looks like a mistake | UI | Text | The heading and the button should both use the same style for "Log In," so the page looks neat and matches everywhere | In the login page the heading says "Log In" with big letters but the button says "Log in" with small letters so they look different | https://qahelpdesk.helplama.com/login | | 30-Aug-25 | Approved |

30-Aug-25	On the login page the "Log in" button is very light in colour and almost matches the background because of this the button does not stand out and users may not notice it easily the button should be a darker or brighter colour so it is clearly visible and easy to click	UI		Contrast Issue	The "Log in" button should have a dark or bright colour so it stands out and is easy for users to see and click	The "Log in" button is very light and almost blends with the background making it hard to notice	https://qahelpdesk.helplama.com/login		30-Aug-25	Approved

	30-Aug-25	On the dashboard inside the live chat option there is a option for chat settings the spelling of "Chat Settings" is written incorrectly as "Chat Setings" so when the user opens this option instead of seeing the correct spelling the wrong spelling is displayed on the screen	UI	Text	When the user opens the live chat option on the dashboard the spelling of the menu should be correct it should clearly show "Chat Settings" so that the user can easily understand the option without any confusion	When the user opens the live chat option on the dashboard the spelling is written wrong instead of showing "Chat Settings" it is displayed as "Chat Setings" which looks incorrect and may confuse the user	https://qahelpdesk.helplama.com/live-chat/settings		30-Aug-25	Approved
	30-Aug-25	On the dashboard in the "Channels and Intigration" menu spelled wrong instead of correct spelling "Channel and Integration" it may affect the overall quality of product	UI	Text	The "Channels and Intigration" should display the word spelled correctly as "Integration"	On the dashboard the "Channels and Intigration" is displayed misspelled instead of "Channel and Integration"	https://qahelpdesk.helplama.com/settings/browse-integration		30-Aug-25	Approved

| 30-Aug-25 | On the dashboard inside the "Channel and Intigration" there is an option of "Browse Intigration" is misspelled by the correct spelling it should be dispalys as " browse Integration" instead of misspelled "Browse Intigration" it may affect the quality of product and can reduce user trust | UI | Text | The option should be displayed as "Browse Integration" instead of misspelled "Browse Intigration" | The option under "channels and intigration" is displayed as misspelled "Browse Intigration" instead of "Browse Integration" | https://qahelpdesk.helplama.com/settings/browse-integration | 30-Aug-25 | Approved |

| 30-Aug-25 | On the dashboard there is line mean to describe overview that says " View an overview of open tickets, social media requests, live chat Revenue, missed live chat" in this line some letters are written in capital like "Revenue" and points not clearly connect to complete a sentence it is hard for users to easily understand what detail will be shown in the overview | UI | Text | The sentence should be something like "View an overview of open tickets, social media requests, live chat revenue, and missed live chats" this is clear and lists all things properly | The line written as "View an overview of open tickets, social media requests, live chat Revenue, missed live chat" here "Revenue" has a capital R and the points don't connect well or flow as a complete sentence making it confusing for users | https: //qahelpdesk. helplama.com/ | 30-Aug-25 | Approved |

| 30-Aug-25 | On the dashboard inside the columns the text such as "Total Number of Open Tickets , Total Pending Social Media Reqests, Live chat Revenue in past 24 Hours, Mised Live Chat Requests Past 24 hrs" is not written in the same style some words starts with capital letters in the middle of the sentence and the heading do not look good this makes the dashboard look bad | UI | Text | All the text inside the dashboard columns should follow the same style and format for example headings should have consistent capitalization and clear wording like "Total number of open tickets" or "Total pending social media requests" | The text in the columns uses different styles some headings have extra capital letters and the wording is not always the same making the dashboard look bad | https://qahelpdesk.helplama.com/ | 30-Aug-25 | Approved |

| 30-Aug-25 | On the Profile Settings page the line says "Set your display name, Profile picture, new password and Signature" here "new password" is written in small letters while other words start with capital letters this looks different and not the same style | UI/UX | Text | All words should follow the same style of writing either all capital or all small | "new password" starts with small letter while other start with capital | https://qahelpdesk.helplama.com/settings/Profile | | 30-Aug-25 | Approved |
| 30-Aug-25 | On Teams page when user goes on "Choose a Team" section the page looks glitchy while scrolling down the layout does not look stable | UI/UX | Page Layout | Teams page should load smoothly and show the "Choose a Team" section properly without glitch | Page shows glitch and unstable view while scrolling in "Choose a Team" section | https://qahelpdesk.helplama.com/settings/Teams | | 30-Aug-25 | Approved |

30-Aug-25	When user tries to search the search box blends too much with the white background it becomes less visible and hard to identify	UI/UX	Search Box	Search bar should be clearly visible and distinct from the background	Search bar merges with white background making it less visible	https: //qahelpdesk. helplama. com/settings/B rands	30-Aug-25	Approved
30-Aug-25	When a user opens the filter options in the ticket section the labels for different filters are displayed some filter labels have inconsistent capitalization for example "Closed Date" and "Draft Status" have each word capitalized whereas "Assigned to E-mails" has the second word in lowercas.	UI/UX	Filter	All filter labels should follow a consistent capitalization format ideally with each significant word capitalized eg "Assigned To, E-Mails , Drafted By" for clarity and better appearance	Filter labels have inconsistent capitalization across different filters which may confuse users	https: //qahelpdesk. helplama. com/tickets/all/ ticket-view	30-Aug-25	Approved

30-Aug-25	When a user clicks on the "Drafted By" filter in the ticket section no options are shown in the dropdown this prevents the user from filtering tickets by the person who drafted them	Functional	Filter	The filter should show a list of users who have drafted tickets allowing the user to select one or more names to filter the tickets	Clicking "Drafted By" shows "No option" so filtering by drafter is not possible	https://qahelpdesk.helplama.com/tickets/all/ticket-view	30-Aug-25	Approved
30-Aug-25	When a user clicks on the "User Type" filter in the ticket section no options are displayed in the dropdown this prevents the user from filtering tickets by user type	Functional	Filter	The filter should show all available user types so that the user can select and filter tickets accordingly	Clicking "User Type" shows "No option" so filtering by user type is not possible	https://qahelpdesk.helplama.com/tickets/all/ticket-view	30-Aug-25	Approved

| 30-Aug-25 | When a user goes to Ticket and click add view and tries to use the "View By" field (marked as mandatory with a red asterisk) a message appears saying "Please select at least one option" however there are no options checkboxes or dropdowns provided for selection making it impossible for the user to fulfill this requirement | Functional | Ticket | The mandatory "View By" field should display selectable options checkboxes, dropdown, or radio buttons so the user can select at least one before proceeding | The field shows the mandatory message but provides no way to select any option blocking the user from completing the action | https://qahelpdesk.helplama.com/tickets/all/ticket-view | 30-Aug-25 | Approved |

| 30-Aug-25 | When a user clicks on Add Ticket the form opens in the Subject field the input box has a placeholder text is misspelled that reads "Enter suject here" instead of "Enter subject here" | UI | Placeholder Text | The placeholder text should be spelled correctly as "Enter subject here" to avoid confusion | The placeholder text has a spelling mistake "suject" instead of "subject" | https://qahelpdesk.helplama.com/tickets/all/ticket-view/ | 30-Aug-25 | Approved |