ACE Direct v2.1

Consumer Portal Operations Checklist

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Purpose

- **This checklist demonstrates the ACE Direct functionality for the consumer using the online portal.**

- **It provides a step-by-step walkthrough to verify each of the consumer's operational functions.**

Note: For additional information, please reference the ACE Direct Platform Release Documentation, Release 2.1.

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Step 1: Log into Consumer Portal

Purpose:
Verify account access to the portal.

1. **Navigate to the consumer portal.**

2. **Enter a valid VRS phone number and click "Continue".**

3. **You should be redirected to the consumer portal.**

ACE Direct Platform Release Documentation, Release 2.1
Subsection 2.8.1.1

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Step 2: Verify Account Information

Purpose:
Verify account information.

1. **Validate the VRS Information displayed is the correct for the VRS account.**

ACE Direct Platform Release Documentation, Release 2.1
Subsection 2.9.1.2

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Step 3: Submit a Ticket

Purpose:
Verify ticket submission.

1. **Enter a subject for the complaint in the "Subject" text field.**

2. **Enter a description for the complaint in the appropriate text field.**

3. **The character count should decrease as you type the description.**

4. **Select "Submit" and a ticket number should appear in the header.**

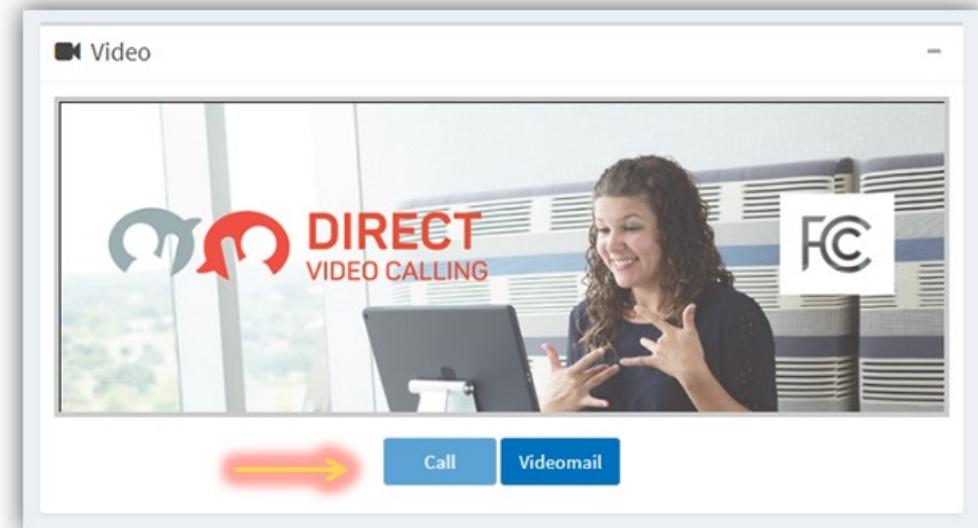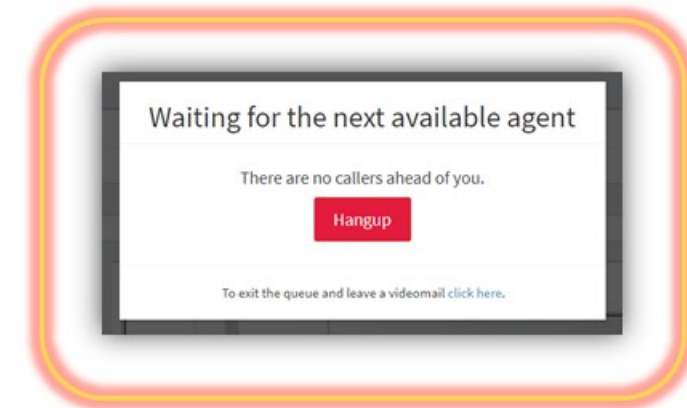ACE Direct Platform Release Documentation, Release 2.1
Subsection 2.8.1.3

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Step 4: Video Communications

Purpose:
Verify video and chat communications.

1. **Select "Call" in the video window. This button will not work until a ticket is submitted.**

2. **A pop-up window should appear notifying the caller they are in the queue waiting for the next available agent.**

3. **Once connected, the agents video should appear in the video window with your video appearing in the top right of the corner.**
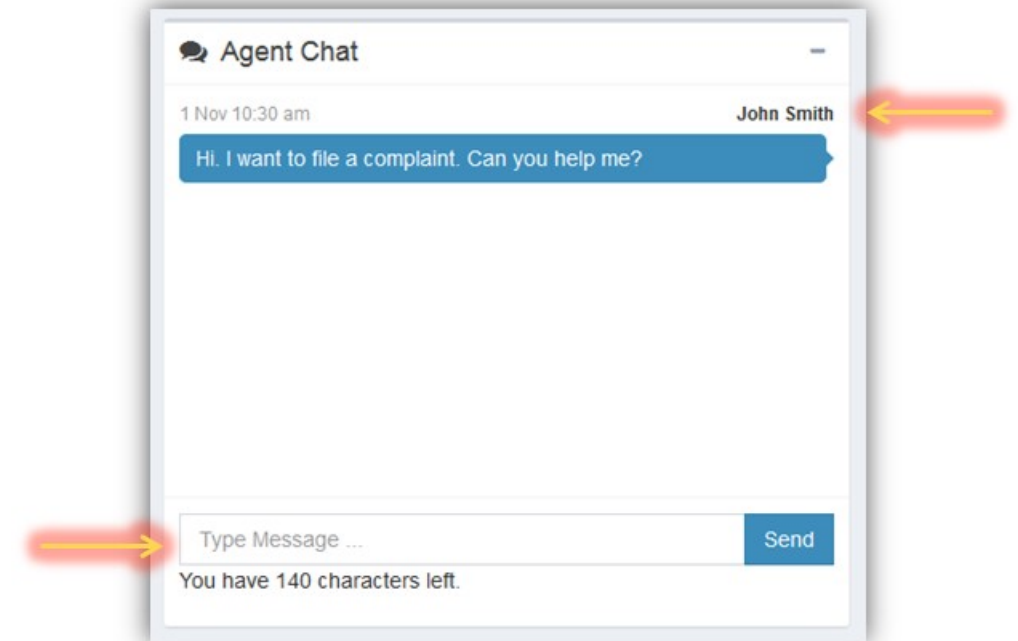
ACE Direct Platform Release Documentation, Release 2.1 Subsection 2.8.1.4

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Step 5: Real-time Text Chat Communications

Purpose:
Verify Real-time Text Chat.

1. **Once connected, enter a message into the text field of the Agent Chat window and select "Send".**

2. **The text will be committed to the chat window with the Consumer's name above the text bubble.**

3. **The other party's text should appear above you text input field in grey text as they type. This can be seen on both the Agent and Consumer side.**

4. **A counter below the input field should display the remaining number of characters left for each message.**


ACE Direct Platform Release Documentation, Release 2.1
Subsection 2.8.2

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Step 6: Leave a Videomail

Purpose:
Verify Video Mail functionality.

1. **Select the "Videomail" button in the video window.**

2. **A pop-up window should appear asking "Ready to Record".**

3. **Select "Record" and your video will be displayed in the video window as the message is recorded.**

ACE Direct Platform Release Documentation Release 2.1
Subsection 2.8.3
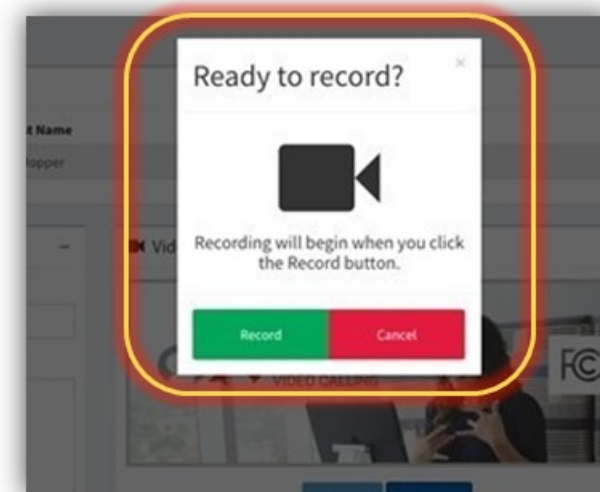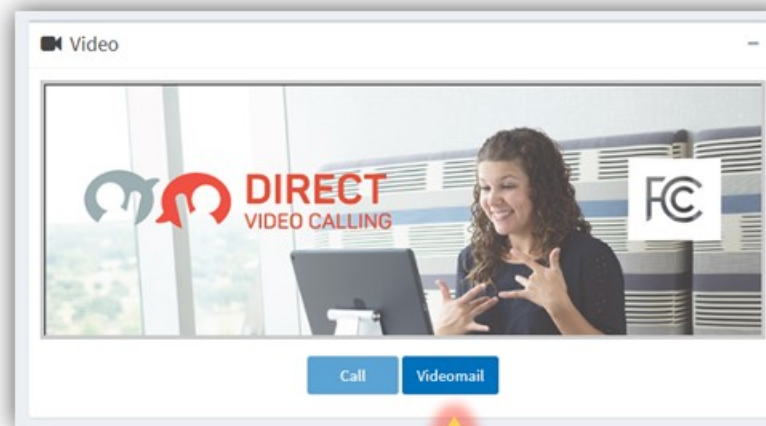
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