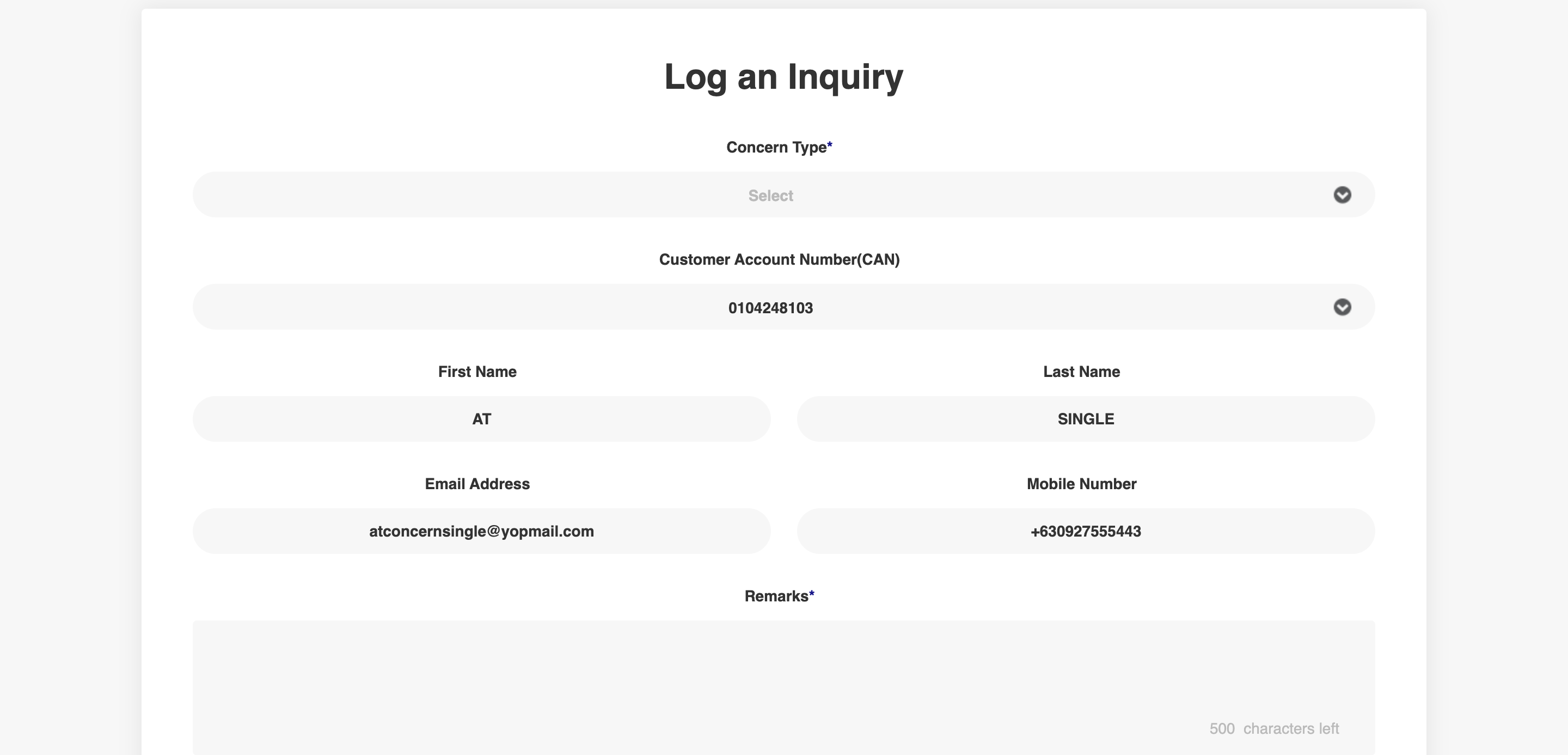
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| TS006 - TC111\_Validation of Concern Email Notification |

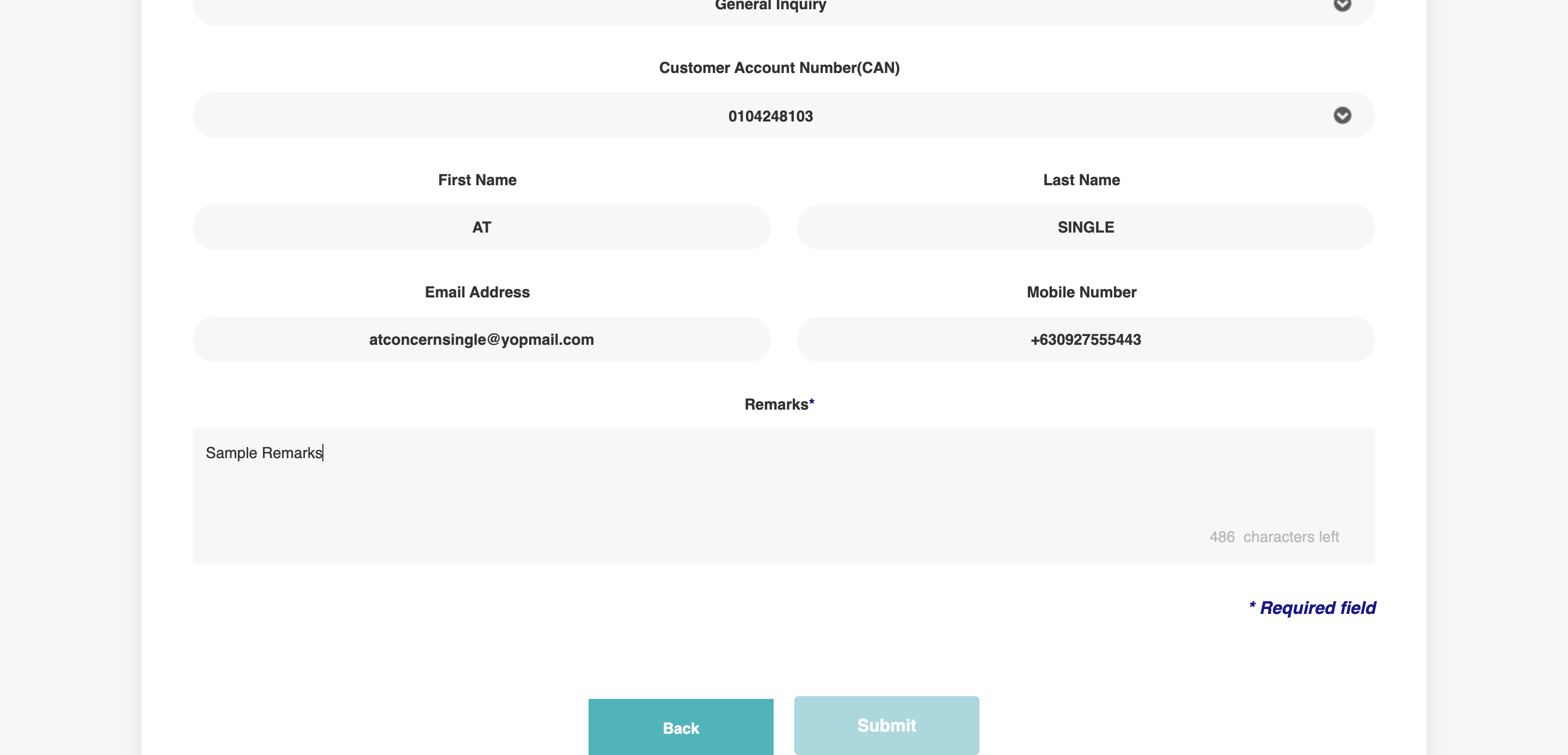
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| TC001\_Validation of CAN field\_Account has 1 CAN with Single Service |

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| Step 1 - Validate if CAN field is visible and enabled |
| CAN field should be visible and auto-populated  Note: For Guest User, field should be visible and not populated |

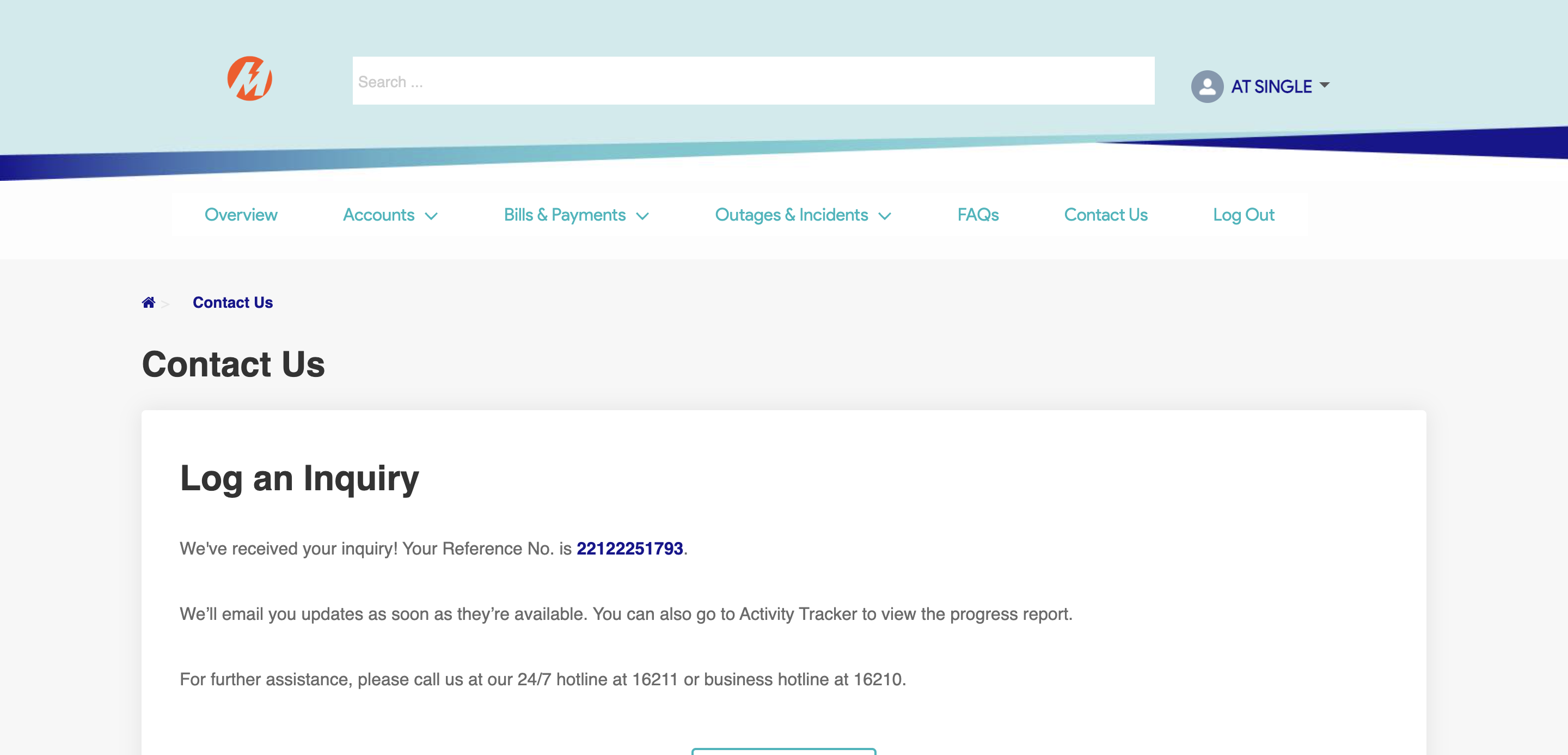


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| TC005\_Create Concern |

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| Step 1 - Populate the following fields:  Concern Type  CAN  SIN (if multiple Service)  First Name  Last Name  Email Address  Mobile Number  Remarks |
| Fields should be populated |

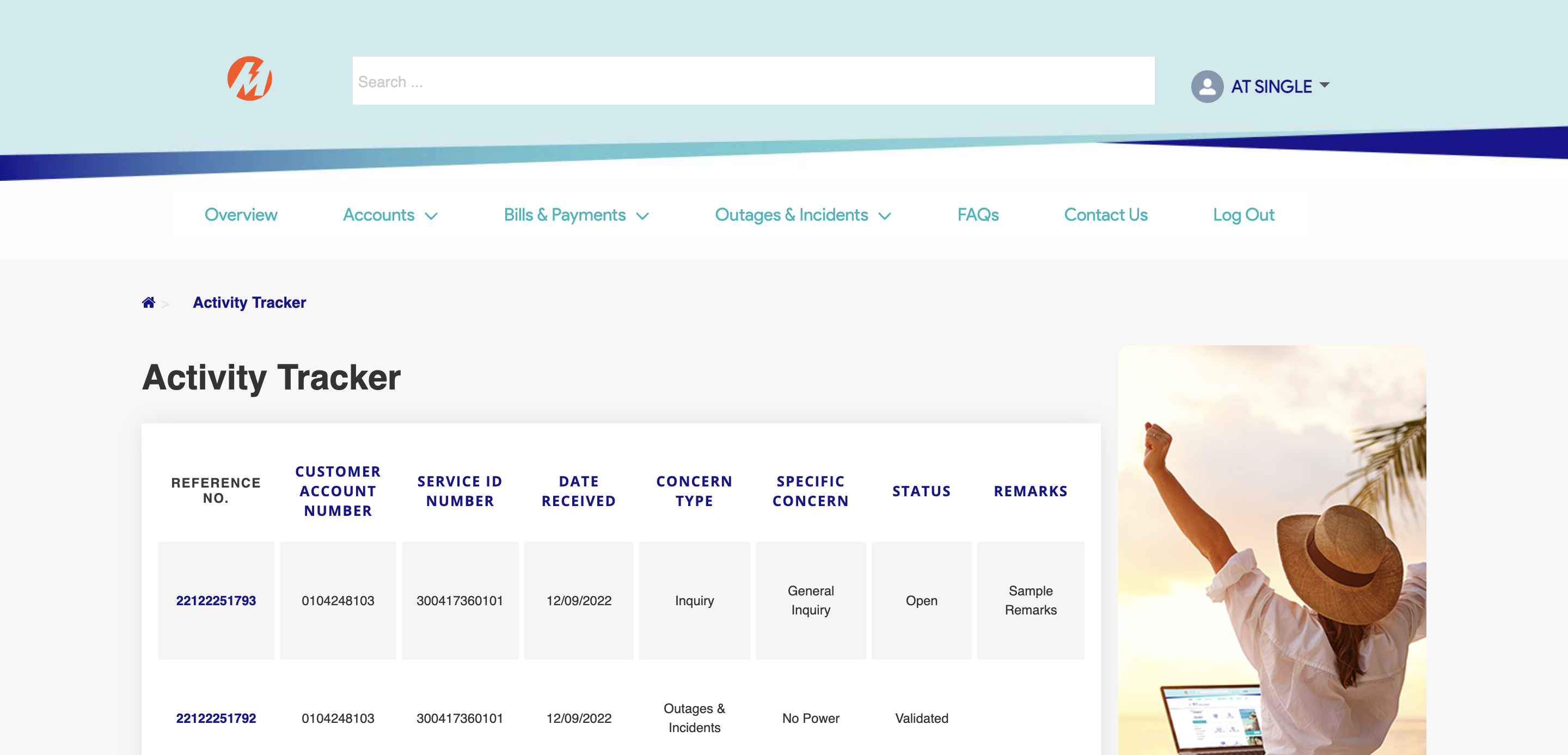


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| Step 2 - Click Submit |
| Concern should be successfully created. Case # should be generated. |



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| TC006\_Validation of CAN in Activity Tracker page |

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| Step 1- Go to Activity Tracker page |
| Activity Tracker page should be displayed;  Activity Tracker columns should be as follows:  Reference No.  Customer Account Number  Service ID Number  Date Received  Concern Type  Specific Concern  Status  Remarks |



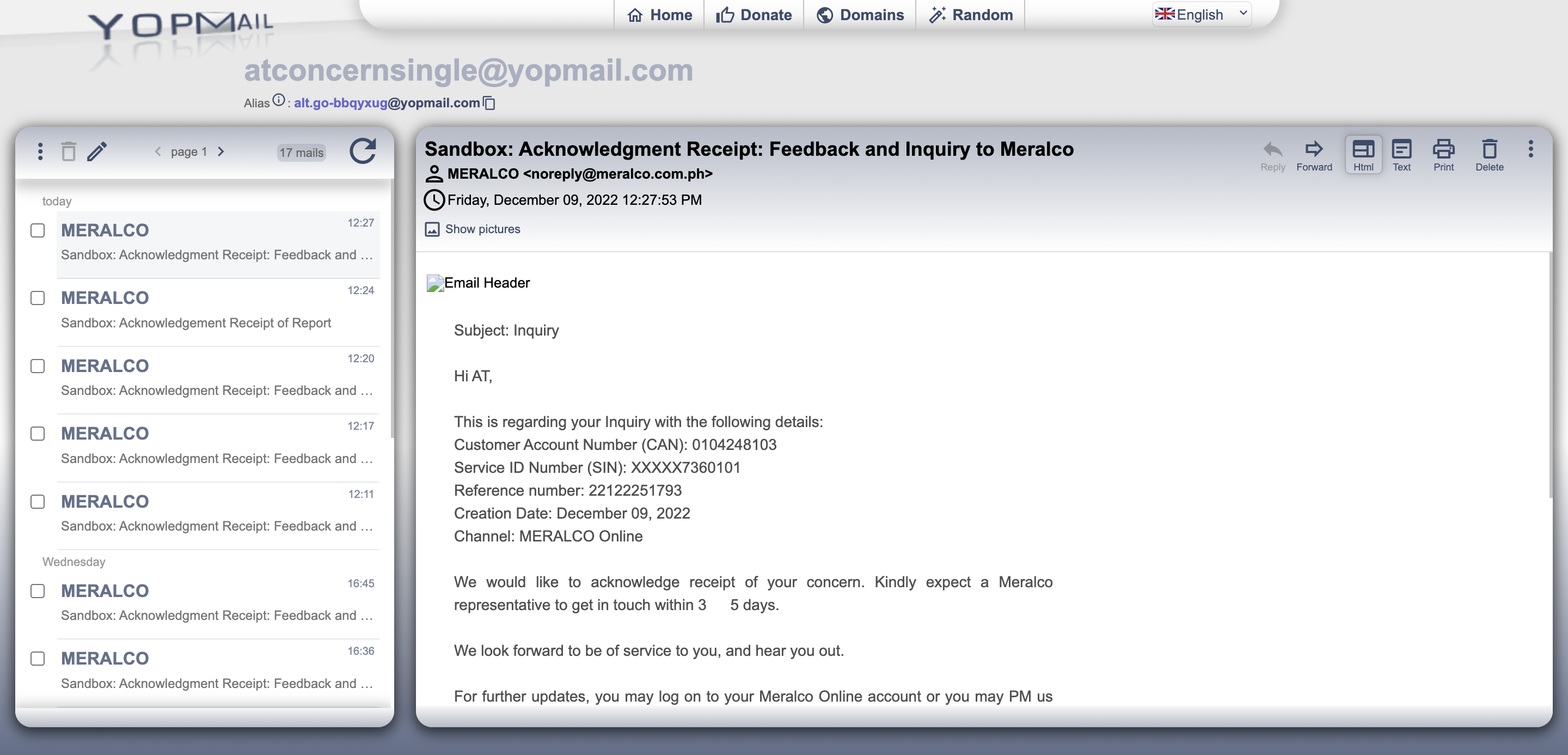
|  |
| --- |
| Step 1- Check if created concern is included in activity tracker page |
| Created concern should be in Activity Tracker page |

Graphical user interface, application, website

Description automatically generated

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| TC111\_Validation of Concern Email Notification |

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| Step 1- Validate Email Notification received |
| CAN should be included in email notification  Note: See reference tab for Concern Email Notification |



Passed