06 QA Process

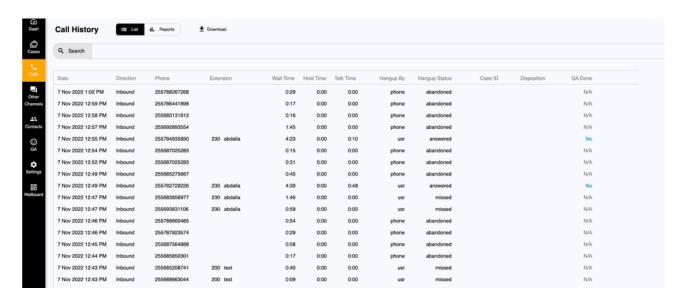
User Acceptance Testing (UAT) is **the final stage of any software development life cycle**. This is when actual users test the software to see if it is able to carry out the required tasks it was designed to address in real-world situations.

In this situation, we have identified the QA process as critical to the success of the project.

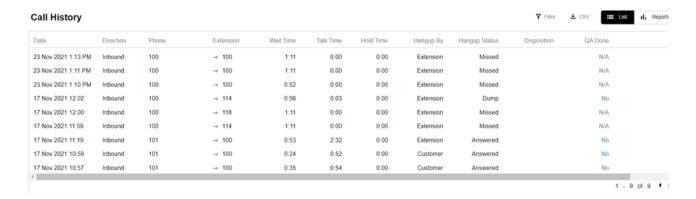
The QA process kicks in as soon as a call is received and a conversation occurs.

To access the QA Form

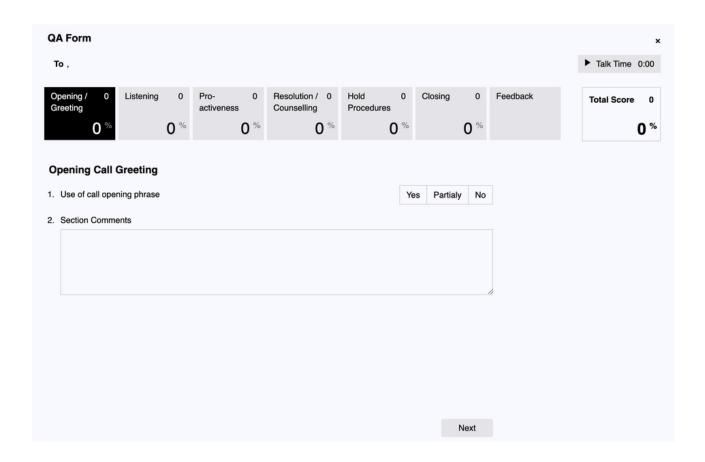
On the left menu click on the calls Icon you will see a list of calls with QA Done column

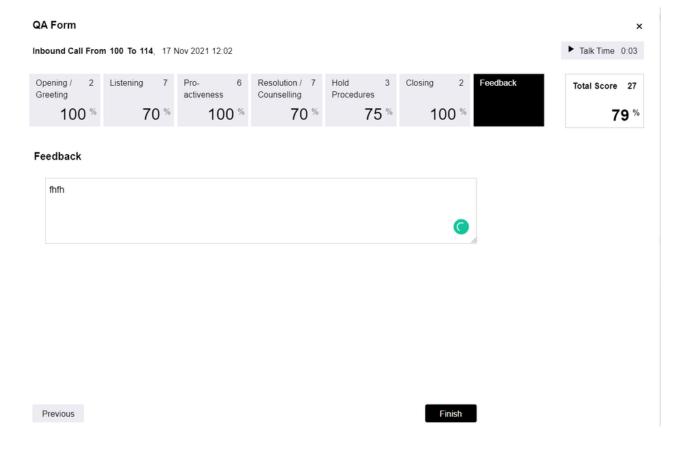


When you click on the QA Donecolumn you will get a Form



on the call list, we have a column for QA done. Click on it to get the form Below, Listen to the call and perform and evaluation.

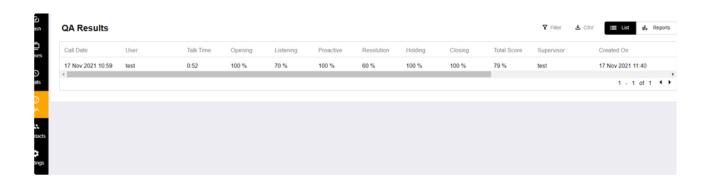




Upon submission

The QA results are listed on

the following screen.



To view QA results details you can just click on the list ITEM.

Question	User Response	Our Comments
Did you successfully Create a QA survey.	Tick where appropriate	
	☐ YES	
	□ _{NO}	

Did you successfully View QA survey.	Tick where appropriate	
	☐ YES	
	□NO	
Comments	Write your comments if Any	You can give us some feedback on any improvments you would wish to have in the next system upgrades.
Indicate your details	1 Your Names	
	1 Your signature.	