04 Case Update/Edit 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.

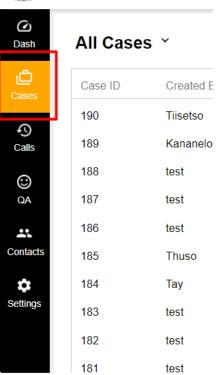
In this situation, we have identified the Case Update process as critical to the success of the project.

When a case is ongoing any new developments can be updated on the case provided that the case details are known.

to update a case.

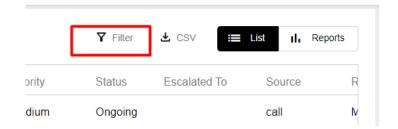
Click the briefcase button on the left side menu as seen below. You will see a list of cases. as seen on the right.



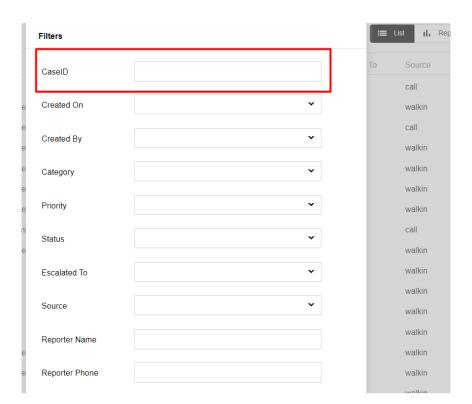


Using the filter button at the top

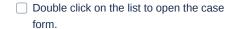




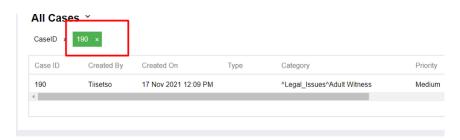
Escalated To
Source
Reporter Name
Abuse
Reporter Phone
Apply
Cancel



You will see one list item based on the case id you keyed in.



UCHL-190



✓ Case Update

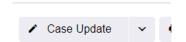
✓

Print

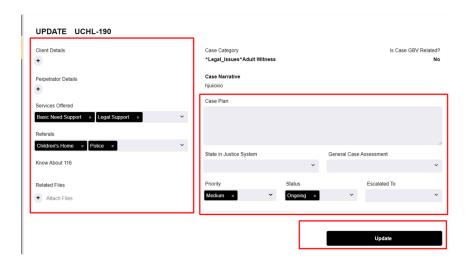
X

1 - 2 of 2 1 F

To update the case click on the case update button (arrow down)

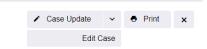


You will see the following screens. the update fields are marked with boxes.

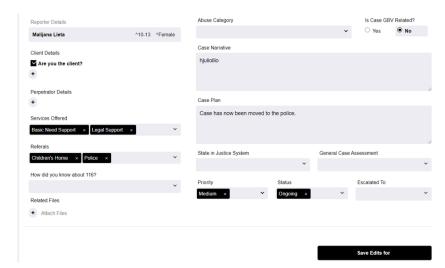


Case Edit

 Click the Update button (Arrow down) to find the case edit



Change the relevant field and click save an edit to complete your edit.



Question	User Response	Our Comments
Did you successfully Update survey.	Tick where appropriate	
	YES	
	□ №	
Did you successfully Edit a case	Tick where appropriate	
	YES	
	□ №	
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	Your Names	
	Your signature.	