TO ID	Priority	Title	Test	Test Inputs	Precondition	Steps	Expected Result QA Sta	tus QA comments	screenshot	Dev comments							
IC_ID	Priority	Title	Environment	lest inputs	Precondition	Steps	->Following message should be displayed to	tus QA comments	screensnot	Dev comments							
		Verification of IVA flow When User		н													
PTM_00	l High	Verification of IVA flow When User Types "HI/Hello"	Web	Hello Hey		1.User Types "HI/Hello"	Hi, I'm your Paytm Personal assistant. How can I help you today?										
							Please select the category with which you have an issue										
-							Menu>Followup Buttons should be displayed to user			-							
							user										
		Verification When User Types/Clicks	Web			1.User Types "HI/Hello"	Issue with soundbox										
PTM_002	2 High	on /Clicks on "Menu"	Web			2.User Types /Clicks on "Menu"	Payments & Settlements Existing ticket issues										
							Other category										
							->Following message should be displayed to										
		Verification When User Types/Clicks "Other category"	Web			1. User Type "HI/Hello"	uau.										
PTM_00:	B High	"Other category"	Web			User Type "Hi/Hello" User Typel/Clicks on "Menu" User Types/Clicks on "Other category"	Sure %name, please head to our help and Support section to connect with us here										
						User Type "HI/Hello"	Help and Support >Following message should be displayed to			+							
PTM_00:	B High	Verification When User Clicks on "Help and Support"	Web			User Type "Hi/Hello" User Types/Clicks "Menu" User Types/Clicks on "Other category" User Clicks on "Help and Support "Help and Support	user										
\vdash							Redirect to "Help and Support " page>Following message should be displayed to			+							
		Verification When User Types/Clicks	Web			User Type "Hi/Hello" User Types/Clicks "Menu" User Types/Clicks on "Existing Ticket Issues"	user Please click the button below to view your previous										
PTM_004	High	"Existing Ticket Issues"	web			3.User Types/Clicks on "Existing Ticket Issues"	tickets:										
\vdash	+		_	_			View Tickets>Following message should be displayed to user				+						
PTM_004	. High	Verification When User Clicks "View Tickets	Web			User Type "Hi/Hello" User Types/Clicks "Menu" User Types/Clicks on "Existing Ticket Issuer"	user Redirect to Node										
L	L					Issues" 4.User Clicks on "View Tickets "	View Tickets page										
						User Type "Hi/Hello" User Types/Clicks "Menu" User Types/Clicks on "Existing Ticket User Types/Clicks on "Existing Ticket	>Following message should be displayed to user										
PTM_005	5 High	Verification When User Clicks on "View Tickets"		All/Opened/Solve d Tickets		3.User Types/Clicks on "Existing Ticket losues"	Redirect to View tickets page										
					If ticket already exists	Issues" 4.User Clicks on "View Tickets " 5. User Clicks on "View Tickets "	Shows the Status of Ticket										
							All/Opened/Solved Tickets>Following message should be displayed to user										
PTM_001	5 High	Verification When User Types/Clicks on	Web		Not Whitlisted	User Type "Hi/Hello" User Types/Clicks "Menu" User Types/Clicks on "Issue with Soundbox"	Thank you for reaching out please enter your issue below										
-		"Issue with Soundbox"				Soundbox"	***										
							User Enter issue>Following message should be displayed to user										
							I've noted down your issue and created a ticket: %										
						User Type "HI/Hello"											
PTM_008	High	Verification When User "Enter Issue"	Web		Not Whitlisted	User Type "Hi/Hello" User Types/Clicks "Menu" User Types/Clicks on "Issue with Soundbox" User "Enter Issue"	Our agent will reach out to you in %TAT days, or you can call Customer Support on 0120 4440 440 for more help.										
						4.User "Enter Issue"	Followup message should be displayed to user										
							Please use this ticket number to get an update on this issue. You can track this ticket on your Paytm for Business app in the Help and Support profiles.										
							>Following message should be displayed to user										
							We found out that there is no Soundbox associated with your number.										
						A Dans Toron Difference	You can now buy the all new 4G Soundbox which comes with benefits of battery life of upto 7 days, high speed network connectively, and a language change option in 11 languages 50 you can choose your preferred one!										
PTM_00	7 High	Verification When User Types/Clicks on "Issue with Soundbox"	Web		No Devices Found / 0 Device Found	User Type "Hi/Hello" User Types/Clicks "Menu" User Types/Clicks on "Issue with Soundbox"	high speed network connectivity, and a language change option in 11 languages so you can choose										
		issue will Socilization				Soundbox*	>Followup message should be displayed to										
							To know more and place an order, tap below										
							Place an order										
						1. User Type "Hi/Hello"	>Following message should be displayed to user			+							
PTM_00	7 High	Verification When User Types/Clicks on "Place an Order "	Web		No Devices Found / 0 Device Found	User Type "Hi/Hello" User Types/Clicks "Menu" User Types/Clicks on "Issue with Soundbox" User Types/Clicks on "Place an Order"	user Redirect to "Place an order " page										
-	+					4.User Types/Clicks on "Place an Order"	>Following message should be displayed to user										
							Okay, %Name.Let's figure this out.										
							Tap below to choose the issue yolu are facing with your soundbox										
		Verification When User Types/Clicks				1. User Type "HI/Hello"	or click on the menu to select another issue category.										
PTM_008	B High	Verification When User Types/Clicks on "Issue with Soundbox"	Web		Serial Number Found - Returning user	User Type "Hi/Hello" User Types/Clicks "Menu" User Typei/Clicks on "Issue with Soundbox"	category. Soundbox not working										
							Soundbox not working Battery not charging										
							No sound on payment										
							Issue with my rental										
-	1		 				Option not listed ->Following message should be displayed to		<u> </u>		+-						
							Hi %Name, I'm your Paytim Personal assistant. How can I help you today?										
						User Type "Hi/Hello"	Tap below to choose the issue you are facing with your Soundbox										
PTM_005	9 High	Verification When User Types/Clicks on	Web		Serial Number Found - New user	User Type: Hithelio User Types/Clicks "Menu" User Type/Clicks on "Issue with Soundbox"	Or click on the menu to select another issue category.										
		on "Issue with Soundbox"			INOW USES	Soundbox*	Soundbox not working										
							Battery not charging										
							No sound on payment										
							Issue with my rental Option not listed										
							Openin not seem										

PTM_010	High	Verification When User Types/Clicks on "Any Of the Options"	Web		Serial Number Found - Returning/New user Api Error-Api Timeout &Failure	User Type "HilHello" User Types ("Licks "Menu" User Types ("Clicks on "Issue with Soundbox" User Types ("Click on "Any Of the Options"	->Following message should be displayed to user Oh not it looks like I'm facing a technical issue. You can tap below to try again, or you can call us at 0120 4440 440							
PTM_011	High	Verification When User Types/Clicks on "Try again"	Web		Serial Number Found - Returning/New user Api Erro-Api Timeout AFalunce ### Api falls twice, the bot will go into create a sicket flow.	1. User Type "Hilhelito" 2. User Type "Hilhelito" 3. User Typ Chicles on "Issue with Soundbor" 4. User Types Clicks on "Try again" 5. User Types Clicks on "Try again"	Try again - Profilowing message should be displayed to user Not to worry Whame. He oresided a licket % Tickethe, to you. Pfollowup message should be displayed to user Our agent will make a do to you in %1XT days or you can call Customer Support on 170 4440 440 for more their. Pfollowup message should be displayed to price their price thein							
PTM_012	High	Verification When Liker Types/Clicks on "Any Of the Options"	Web		Serial Number Found - Returning/New user No active device/serial number found	1. User Type "Hilblella" 2. User Types*Clicks "Menn," 3. User Types*Clicks on "Issue with User Types*Clicks on Anny Of the Options*	→Pfollowing message should be displayed to user. I'm sorry you're faing this issue. However, it seems like you don't have an active Soundarden. If you have a Soundhox, you can enter the serial number below. →Pfollower planted below. —Pfollower below in the serial number fell as thould be displayed to the user.							
PTM_013	High	Verification, when user clicks/Types on "serial number" - invalid	Web	"123-456-789- 012-345"	Serial Number with Hyphens or Dashes	User Type "Hi/Hello" User Types ("Licks "Menu" S.User Types ("Clicks on "Issue with Soundbox" A.User Types ("Clicks on "Any Of the Options" Suser clicks ("Types on "serial number" invalid	The system should reject the serial number, as it should only contain numeric digits without special characters.							
PTM_014	High	Verification , when user clicks/Types on "serial number" - invalid	Web 1	- 12345678901234 5 "	Serial Number with Leading and Trailing Whitespace	1. User Type "Hilhello" 2. User Types ("Licks "Menu" 3. User Types ("Clicks on "Issue with Soundbox" 4. User Types ("Clicks on "Any Of the Options" 5. user clicks ("Types on "serial number" invalid	The system should trim the leading and trailing whitespace and consider the serial number as valid.							
PTM_015	High	Verification , when user clicks/Types on "serial number" - invalid	Web *	1234567890ABC DEZ*	Serial Number with Alphabetic Characters	User Type "Hill-fello" User Types (Clicks "Menu" Suber Types (Clicks on "Law with Soundbox" A.User Types (Clicks on "Any Of the Options" Suser clicks/Types on "serial number"- invalid	The system should reject the serial number, as it should only contain numeric digits.							
PTM_016	High	Verification , when user clicks/Types on "serial number" - invalid	Web	Empty	Empty Serial Number	User Type "HilHello" User Types (Clicks "Menu" User Types (Clicks on "Issue with Soundbox" User Types (Clicks on "Any Of the Options" Suser clicks/Types on "serial number" invalid	The system should reject the serial number as it does not meet the minimum length requirement of 15 digits.							
PTM_017	High	Verification When User "Enter Serial NumberInvalid"	Web		Serial Number Found - Returning/New user No active device/serial number found	User type "Hill-Hello" User type(Clicks on "Menur" S.User type(Clicks on "Issue with Soundbox" User Types(Clicks on "Any Of the Options" User "Enter Serial Number-invalid"	->Following message should be displayed to user Oops! Looks like you entered an incorrect serial number. Please tap below to re-enter Re-enter serial no.							
PTM_018	High	Verification When User Types/Clicks on "Re-enter Serial no."	Web		Serial Number Found - Returning/New user No active device/serial number found	1. User type "Hill-fello" 2. User type/Clicks on "Meru" 3. User type/Clicks on "Susu with Soundbox" 4. User "Types/Clicks on "Any Of the Options" User "Enter Serial Number-invalid" 6. User "Iypes/Clicks on " Re-enter Serial	->Following message should be displayed to user Please enter the Serial Number printed on your Soundbox below Redirect to Enter serial no. flow							
PTM_019	High	Verification When User "Enter Sertal Number"	Web		Serial Number Found - Returning/New user No active device/serial number found Limit exceeds — after 3 tries A maximum of 3 retries followed by ticket creation	no.* 1. User type "Hil Hello" 2. User type: Clicks on "Issue with Soundboot" 4. User Types: Clicks on "Suse with Foundboot" 4. User "Iypes: Clicks on "Any Of 8. User "Enter Serial" 6. User "Enter Serial on "A enter Serial 7. User "enter Serial on "A user Serial 7. User "enter Serial on "A user Serial 7. User "enter Serial on "A user Serial 3. User "and Serial on "A user Serial 7. User "enter Serial on "A user Ser	button to raise a support ticket Raise a ticket							
PTM_020	High	Verification When User Types/Clicks on " Raise a ticket"	Web		Serial Number Found - Returning/New user No active device/serial number found Limit exceeds after 3 tries A maximum of 3 retries followed by ticket creation	1. User type "HilHelo" 2. User type: Clicks on "Meru" 3. User type: Clicks on "Issue with Soundboot" 4. User "Types: Clicks on "Arey Of the Options" User "Terter Senia" 6. User "Types: Clicks on "Are enter Senial 7. User "Inter Senial no." "Limit exceeds— after 3 tries 8. User "Types: Clicks on "Ree a ticket" 8. User "Types: Clicks on "Rise a ticket" 8. User "Types: Clicks on "Rise a ticket"	Non-Service Request Flow							
PTM_021	High	Verification When User "Enter Sensal Number"	Web		Serial Number Found - Returning/New user No active device/serial number found In Case Of Unbinded	1. User type "Hill-telle" 2. User type/Clicks on "Menu" 3. User type/Clicks on "Isens with 5. User "Enter Serial Number" 5. User "Enter Serial Number"	»Fellowing message should be displayed to user. We've noted your tease, However, I lookal like your standard your tease, However, I lookal like your standard with the property of the created a factor. Si follethy. Our agent will reach not be you in 1.2 working days or you can accept the control of your in 1.2 working days or you can accept the property of the control has been for lookan to the control of the control							

PTM_022 i		n User Types/Clicks on coloning, Rattery not in the payment insure not listed."	Web		Serial Number Found - Returning/New user 1 serial no found	Liver type "Nitrieder" Zlustr type Chairs on Theory Just type Chairs on Theory Liver type Chairs Liver type Chairs Liver Type Chairs See Cystons*	→Following message should be displayed to if m corry you're facing this issue. I have bound 1 from corry you're facing this issue. I have bound 1 Soundbou, serial, registered with your account. Tap below to confirm the serial number of the Soundbou, you need help with →Followup image with button should be displayed to user %Soundbou, Serial, no →Followup Messages should be displayed to serial number. If this is not your serial number, please refer to the image above if the converse foundbe to the image above in the converse foundbe to the image above its extension and the image above its serial number.							
PTM_024 F	High Verification , when number	n user "Enter serial " - invalid	Web	"123-456-789- 012-345"	Serial Number with Hyphens or Dashes	1. User type "HIM-lello" 2. User type/Clicks on "Menu" 3. User type/Clicks on "Issue with Soundbox" 4. User Types/Clicks on "Any Of the Options" 5. user "Enter serial number" - invalid	The system should reject the serial number, as it should only contain numeric digits without special characters.							
PTM_025	High Verification , when	n user "Enter serial " - invalid	Web 1	_ 12345678901234 5 *	Serial Number with Leading and Trailing Whitespace	1. User type "Hill-tello" 2. User type/Clicks on "Menu" 3. User type/Clicks on "Issue with Soundbox" 4. User Types/Clicks on "Any Of the Options" 5. user "Enter serial number" - invalid	The system should trim the leading and trailing whitespace and consider the serial number as valid.							
PTM_026	High Verification , when number	n user "Enter serial " - invalid	Web **	"1234567890ABC DEZ"	Serial Number with Alphabetic Characters	1. User type "HI/Hello" 2. User type/Clicks on "Menu" 3. User type/Clicks on "Issue with Soundbox" 4. User Types/Clicks on "Any Of the Options" 5. user "Enter serial number" - invalid	The system should reject the serial number, as it should only contain numeric digits.							
PTM_027 F	High Verification , when number	n user "Enter serial " - invalid	Web	Empty	Empty Serial Number	1. User type "HIM-tello" 2. User type/Clicks on "Menu" 3. User type/Clicks on "Menu" 3. User type/Clicks on "Menu" 5. undbox" 4. User Types/Clicks on "Any Of the Options" 5. user "Enter serial number" - invalid 6. user "Enter serial number" - invalid	The system should reject the serial number as it does not meet the minimum length requirement of 15 digits.							
PTM_028 F	Verification High "Enter Se	n When User erial Number*	Web		Serial Number Found- Returning/New user 1 serial no found	User type "Hill-fello" User type/Clicks on "Menu" User type/Clicks on "Issue with Soundbox" 4.User Typea/Clicks on "Any Of the Options" 5. User "Enter Serial Number"	>Following message should be displayed to user Please enter your serial number below Collect serial number felid should be displayed							
PTM_029 F	High Verification	When User rial Number*	Web		Serial Number Found - Returning/New user 1 serial no found When user selects/enters a serial number	1. User type "Hil/Hello" 2. User type/Clicks on "Menu" 3. User type/Clicks on "Issue with Soundbox" 4. User "types/Clicks on "Any Of the Options" 5. User "Enter Serial Number" 6. User Types serial number in the "Collect Serials Number" felion	->Following message should be displayed to user Redirect To Node Flow proceeds to the respective issue							
PTM_030 F		n User Types/Clicks on niorking, (Battery not d on payment rissue not lated ?"	Web		Serial Number Found. ReturningNew user 2-3 serial nos. found	1. User type 1968able 2. Laser pype Tables on Mayor Juster pyper Tables on Tables on Sounded Charles on Tables on Yvey Of the Option	Following message should be displayed to deep your point facing his less. I have found 'Si number Soundbooke registered with your menchant account. Select the sestial number of the Soundbook you need hip withFollowup may see this bullons stood be displayed to user. "Soundbook sestial no "Soundbook sestial number in this list, please refer to the mage ablow to find rio your Soundbook and to be below Soundbook sestial number in this splease refer to the mage ablow to find rio your Soundbook and to be below							
PTM_032 F	High Verification , when number	n user "Enter serial " - invalid	Web	"123-456-789- 012-345"	Serial Number with Hyphens or Dashes	1. User type "Hilf-lello" 2. User type/Clicks on "Menu" 3. User type/Clicks on "Issue with Soundbox" 4. User Types/Clicks on "Any Of the Options" 5. user "Enter serial number" - invalid	The system should reject the serial number, as it should only contain numeric digits without special characters.							
PTM_033 F	High Verification , whe number	n user "Enter serial " - invalid	Web 1	- 12345678901234 5 °	Serial Number with Leading and Trailing Whitespace	1. User type "Hilf-fello" 2. User type/Clicks on "Menu" 3. User type/Clicks on "Issue with Soundbox" 4. User Types/Clicks on "Any Of the Options" 5. user "Enter serial number" - invalid	The system should trim the leading and trailing whitespace and consider the serial number as valid.							
PTM_034 F	High Verification , whe	n user "Enter serial " - invalid	Web **	"1234567890ABC DEZ"	Serial Number with Alphabetic Characters	1. User type "Hilf-fello" 2. User type/Clicks on "Menu" 3. User type/Clicks on "Issue with Soundbox" 4. User Types/Clicks on "Any Of the Options" 5. user "Enter serial number" - invalid	The system should reject the serial number, as it should only contain numeric digits.							
PTM_035 F	High Verification , when number	n user "Enter serial " - invalid	Web	Empty	Empty Serial Number	1. User type "Hilf-fello" 2. User type/Clicks on "Menu" 3. User type/Clicks on "Issue with Soundbox" 4. User Types/Clicks on "Any Of the Options" 5. user "Enter serial number" - invalid	The system should reject the serial number as it does not meet the minimum length requirement of 15 digits.							
PTM_036 F	Verification High "Enter Se	n When User Irial Number*	Web		Serial Number Found- Returning/New user 2-3 serial nos. found	User type "Hilf-lelo" User type/Clicks on "Menu" User type/Clicks on "Issue with Soundbox" User Types/Clicks on "Any Of the Options" User Types/Clicks on "Any Of	->Following message should be displayed to user Please enter your serial number below Collect serial number felid should be displayed							
PTM_037 F	Verification High "Enter Se	n When User irlal Number*	Web		Serial Number Found- Returning/New user 2-3 serial nos. found	1. User type "Hilf-Helo" 2. User type/Clicks on "Menu" 3. User type/Clicks on "Issue with Soundbox" 4. User Types/Clicks on "Any Of the Options" 5. User "Enter Serial Number" 6. User Types serial number in the "Collect Serial Number" felid	->Following message should be displayed to user Redirect To Node Flow proceeds to the respective issue							

PTM_03	l High	Verification When User Types Clicks "Soundbox not serving, (Balter) not charging/No sound on payment //ssue ny rental/Options not listed."	Web		Serial Number Found- Returning/New user >3 serial nos. found	1. User type "Hilfelds" 2. User type:(Clicks on "Menu" 3. User type:(Clicks on "Issue with Soundboo" 4. Uses type:(Clicks on "Issue with Control of the Clicks on "Any Of the Options" 1. User type: 1	Pfollowing image about be displayed to Pfollowing message/form should be Pfollowing message/form should be Pfollowing message/form should be								
PTM_03	High	Verification When User Types/Clicks on "Send"	Web		Serial Number Found- Returning/New user >3 serial nos. found	1. User type "Hilf-felo" 2. User type://Licks on "Menu" 3. User type://Licks on "sue with 4. User Types://Licks on "Any Of the Options" 5. User Types://Licks on "Send"	>Fotbowing list should be displayed to user **Source Sensing** **Source Sensing**								
PTM_04	High	Verification When User Types/Clicks on "Soundbox not working /Battlery not charging/No sound on payment /Issue ny rental/Options not listed."	Web		Serial Number Found- Returning/New user >3 serial nos. found	1. User type "Hi/Hello" 2. User type("Clicks on "Menu" 3. User type("Clicks on "Issue with Soundbox" 4. User Types("Clicks on "Any Of the Options"	>Followup message should be displayed to user If you are unable to find your serial number in this list, please refer to the image above to find it on your Soundoox, and sup below								
PTM_04	High	Verification , when user "Enter serial number" - invalid	Web	"123-456-789- 012-345"	Serial Number with Hyphens or Dashes	1. User type "Hill-felo" 2. User type(Clicks on "Menu" 3. User type(Clicks on "Issue with Soundbox" 4. User Types(Clicks on "Any Of the Options" 5. user "Enter serial number" - invalid 1. User "Enter serial number" - invalid 1. User "Enter serial number" - invalid 1. User "Enter serial number" - invalid	The system should reject the serial number, as it should only contain numeric digits without special characters.								
PTM_04	! High	Verification , when user "Enter serial number" - invalid	Web	- 12345678901234 5 °	Serial Number with Leading and Trailing Whitespace	User type "Hilf-felo" User type Clicks on "Menu" Suser type Clicks on "issue with Soundbox" User Types Clicks on "Any Of the Options" Suser "Enter serial number" - invalid	The system should trim the leading and trailing whitespace and consider the serial number as valid.								
PTM_04	l High	Verification , when user "Enter serial number" - invalid	Web	"1234567890ABC DEZ"	Serial Number with Alphabetic Characters	1. User type "Hilf-felo" 2. User type (Clicks on "Menu" 3. User type(Clicks on "Issue with Soundbox" 4. User Types/Clicks on "Any Of the Options" 5. user "Enter serial number" - invalid	The system should reject the serial number, as it should only contain numeric digits.								
PTM_04	High	Verification , when user "Enter serial number" - invalid	Web	Empty	Empty Serial Number	1. User type "Hilf-Helo" 2. User typei (Clicks on "Menu" 3. User typei (Clicks on "Issue with Soundbox" 4. User Typeis (Clicks on "Any Of the Options" 5. user "Enter serial number" - invalid 1. User "Enter serial number" - invalid 1. User "Enter serial number" - invalid	The system should reject the serial number as it does not meet the minimum length requirement of 15 digits.								
PTM_04	i High	Verification When User "Enter Serial Number"	Web		SERIAL NUMBER FOUND - Returning/New user >3 serial nos. found	User type "Hill-fello" User typei(clicks on "Menu" Suser typei(Clicks on "Issue with Soundbox" User Typesi(Clicks on "Any Of the Options" Suser "Enter serial number"	>Following message should be displayed to user Please enter your serial number below Collect serial number felid should be displayed to user								
PTM_04	i High	Verification When User "Enter Serial Number"	Web		SERIAL NUMBER FOUND - Returning/New user >3 serial nos. found	1. User type "Hill-felo" 2. User type: (Clicks on "Menu" 3. User type: (Clicks on "Issue with	>Following message should be displayed to user Flow proceeds to the respective issue								

TO ID	Priority	Title	Test	Test Input	Precondition	Steps	Expected Result	QA Status	QA comments	screenshot	Dev comments								
10_10	riidiny	1 6500	Environment	reat input	Precondition	- Sapa	->Following message should be displayed to	QA SIBIUS	GA COMMANIA	actorisation	Dev Comments								
PTM_001	1 High	Verification of IVA flow When User Types/Clicks on "Battery not charging"	Web	1.Battery not charging 2.Unable to charge Battery 3.Having charging issues with battery etc.	User intend to type the following message in freeform- "Battery not charging" RED + Amber Status	User Types/Clicks on "Battery not charging"	Don't worry. We will check your Soundbox for free. Tap below to proceed Proceed												
PTM_000	2 High	Verification When User Typesi/Dicks on "Proceed"	Web		User intend to type the following message in freeform- "Battery not charging" RED + Amber Status Revisit address = 1	User Types/Clicks on "Battery not charging" User Clicks/Types on "Proceed"	->Following massage should be displayed to user SName. This sory for this. Our service agent will come and clock your Soundon at it's last Address. Please confirm or change your address. Confirm address. Change address. ->Following massage should be displayed to user.												
PTM_003	3 High	Verification When User Types/Clicks on "Confirm Address"	Web		User will type "Soundbox not charging" (freeform) RED + Amber Status Revisit address = 1 Service Request	User Types/Clicks on "Battery not charging" User Types/Clicks on "Proceed" Suser ClicksTypes on "Confirm Addresss"													
PTM_004	4 High	Verification When User Types/Clicks on "Confirm Address"	Web		User will type "Soundbox not charging" (freeform) RED + Amber Status Revisit address = 1 If ticket already exists	User Types/Clicks on "Battery not charging" User Types/Clicks on "Proceed" User Clicks/Types "Confirm Address"	->Following message should be displayed to user We have already created a ticket for your issue. Tap below to view it View tickets												
PTM_008	5 High	Verification When User Clicks on "View Tickets"		All/Opened/Solved Tickets	User will type "Soundbox not charging" (theeform) RED + Amber Status Revisit address = 1 If ticket already exists	1. User Types/Clicks on "Battery not charging" 2. User Types "Proceed" 3. User Clicks/Types "Confirm Address" 4. User Clicks on "View Tickets"	->Following message should be displayed to user Redirect to View tickets page Shows the Status of Ticket All/Opened/Solved Tickets												
PTM_006	3 High	Verification When User Types/Clicks on "Change address"	Web		USER will type "Soundbox not charging" (freeform) RED + Amber Status Revisit address = 1 Change address	User Types/Clicks on "Battery not charging" User Types/Clicks on "Proceed" User Types/Clicks on "Change address"	->Following message should be displayed to user Please type your 5-digit Area Pincode of your new address [Collect Pincode] field should be displayed to user												
PTM_007	7 High	Verification When User "Enter Pincode"	Web		USER will type "Soundbox not charging" (freeform) RED + Amber Status Revisit address = 1 Change address "invalid pincode"	1. User Types/Clicks on "Battery not charging" 2. User Types/Clicks on "Proceed" 3. User Types/Clicks on "Change address" 4. User Types/Clicks on "Change address" 4. User Types/Invalid pincode" Example: - kiks62/05258/	->Following message should be displayed to user Cops, looks like you entered an invalid pincode. Please enter your 6-digit Area pincode												
PTM_007	7 High	Verification When User enters Area pincode in more than 6-digits		PIN:14589655	.User will type "Soundbox not charging" (freeform) RED + Amber Status Revist address = 1 Change address "invalid pincode"	1.User Typesi/Clicks on "Battery not charging" 2.User Typesi/Clicks on "Proceed" 3.User Typesi/Clicks on "Change address" 4.User entersi/Clicks on Area pincode in more than 6-digits	>Following message should be displayed to user Oops, looks 8ke you entered an invalid pincode. Please enter your 6-digit Area pincode												
PTM_008	B High	Verification When User enters Area pincode in less than 6-digits		PIN:149	User will type "Soundbox not charging" (freeform) RED + Amber Status Revist address = 1 Change address "invalid pincode"	1. User Typesi/Clicks on "Battery not charging" 2. User Typesi/Clicks on "Proceed" 3. User Typesi/Clicks on "Change address" 4. User entersi/Clicks on Area pincode in less than 6-digits	->Following message should be displayed to user Oops, looks 8ke you entered an invalid pincode. Please enter your 6-digit Area pincode												
PTM_007	7 High	Verify that the PIN must be exactly 4 digits.	Web	PIN Length PIN: 12345 (5 digits)	.User will type "Soundbox not charging" (freeform) RED + Amber Status Revist address = 1 Change address "invalid pincode"	User type/Clicks on Battery not charging 2.1.he user types/Clicks on Proceed 3.User types/Clicks on Change address* User type/Clicks on Invalid pincode*	The system should display an error message indicating that the PIN length is incorrect.												
PTM_008	3 High	Verify that a blank (empty) PIN is not accepted.	Web	PIN: (Leave blank)	.User will type "Soundbox not charging" (freeform) RED + Amber Status Revist address = 1 Change address "invalid niggrate"	User type/Clicks on "Battery not charging" 2-the user types/Clicks on "Proceed" User type-Clicks on "Change address" 4-User type/Clicks on "Invalid pincode"	The system should display an error message indicating that the PN is required.												
PTM_006	i High	Verify ,When user enters pin - invalid	Web	alphanumeric - abc123 special chars 優年1	User will type "Soundbox not charging" (treeform) RED + Amber Status Revist address = 1 Change address "invalid pincode"	User type/Clicks on Battery not charging? 2:the user types/Clicks on Throceed? User types/Clicks on Change address? 4:User type/Clicks on Tinvalid pincode?	Appropriate message should be displayed to user												
PTM_010) High	Verify that an account is locked after a certain number of consecutive failed login attempts.	Web	Attempt 1: Invalid PIN Attempt 2: Invalid PIN Attempt 3: Invalid PIN	.User will type "Soundbox not charging" (treeform) RED + Amber Status Revist address = 1 Change address "invalid pincode"	User type/Clicks on Battery not charging* 2.3.he user types/Clicks on "Proceed" User type:/Clicks on "Change address" 4.User type/Clicks on "invalid pincode"	After the third consecutive failed attempt, the system should lock the account and display a message indicating that the account is locked.												
PTM_01	1 High	Verify that a locked account is automatically unlocked after a certain duration.	Web	Account locked due to multiple failed attempts.	.User will type "Soundbox not charging" (freeform) RED + Amber Status Revist address = 1 Change address "invalid pincode"	User type/Clicks on Battery not charging* 2.3.the user types/Clicks on "Proceed" User type:/Clicks on "Change address" User type/Clicks on "invalid pincode"	After a specific duration (e.g., 30 minutes), the system should automatically unlock the account and allow the user to attempt logic again.												

PTM_0	2 High	Verify that the system warns users if the CAPS LOCK key is enabled during PIN entry.	Web	PIN: 1234 (with CAPS LOCK enabled)	.User will type "Soundbox not charging" (freeform) RED + Amber Status Revist address = 1 Change address "invalid pincode"	User type/Clicks on Battery not charging? See user types/Clicks on "Proceed" User type/Clicks on Change address? User type/Clicks on "invalid pincode"	e system should display a warning message scioning that CAPS LOCK is enabled, alerting the user to disable it for the PIN entry.									
PTM_0:	3 High	Verification When User Enter "Pincode"	Web		USER will type "Soundbox not charging (feedorm) RED + Amber Status Revisit address = 1 Valid Pincode	2 User Types/Clicks on "Proceed" 3 User Types/Clicks on "Change address" 4 User type/Clicks on "valid pincode"	octowing messageit Laid gen form should be displayed to user ease fill out this form to share your address details with us set of the set of th									
PTM_0	4 High	Validation Mandatory Field Check	Web	No data provided in any field.	The form is loaded.	3.User type/Clicks on "Change address" 4.User type/Clicks on "valid pincode"	message should be displayed to the user: message should be displayed to the user: details with us.									
PTM_0:	5 High	Validationincomplete Form Submission	Web	Partial data entered in the form fields.	The user has filled in some, but not all, of the fields.	3.User type/Clicks on "Change address" 4.User type/Clicks on "valid nincode"	message should be displayed to the user: lease fill out this form to share your address details with us.									
PTM_0	3 High	Validation Invalid Data in Address Field	Web	Invalid characters in the "Enter your address" field (e.g., special characters).	The user has entered invalid data in the "Enter your address" field.	3.User type/Clicks on "Change address" 4.User type/Clicks on "valid pincode"	An error message should be displayed, flying the user that the address field contains invalid characters.									
PTM_0	7 High	Validation –Missing Data in City Field	Web	All fields filled except "Enter your city."	The user has filled in all fields except the "Enter your city" field	2.the user types/Clicks on "Proceed" 3.User type/Clicks on "Change address" 4.User type/Clicks on "valid pincode"	An error message should be displayed, tillying the user that the "Enter your city" field is mandatory and needs to be filled.									
PTM_0	3 High	Validation -Blank Submission	Web	Submit the form with all fields left blank.	The user has not entered any information in the form.	3.User type/Clicks on "Change address" 4.User type/Clicks on "valid pincode"	An error message should be displayed for each field, indicating that all fields are mandatory and need to be filled.									
PTM_0:) High	Validation —Gibberish data in all fields	Web	Submit the form with globerish in all the fields	The user has filled gibberish data in all fields	3.User type/Clicks on "Change address" 4.User type/Clicks on "valid pincode"	An error message should be displayed for each field, indicating that all fields are mandatory and need to be filled.									
PTM_02) High	Validationentering some isolated location in the nearest landmark	Web	Submit the form with Easter Island as nearest landmark	The user has entered most isolated place as nearest landmark	3.User type/Clicks on "Change address" 4.User type/Clicks on "valid pincode"	in error message or re-prompt for entering sarest landmark should be displayed to user									
PTM_0	i High	Verification When User Types/Clicks on "SEND"	Web		USER will type "Soundbox not charging" (freeform) RED + Amber Status Revisit address = 1 Change address	1.User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "Froceed" 3.User Types/Clicks on "Change address" 4.User Types/Clicks on "Auld pincode" 5. User Types/Clicks on "SEND	ollowing message should be displayed to user user of the state of th									
PTM_02) High	Verification When User Types/Dicks on "Cornfirm Address"	Web		USER will type "Soundbox not charging (fleeform) RED + Amber Satus Revisit address = 1 Change address service request	3.User Types/Clicks on "Change address" 4.User types/Clicks on "valid pricode" 5. User Types/Clicks on "SEND 6. User Types/Clicks on "Confirm Address"	oflowing message should be displayed to use. Alright I've created a sicket % TicketNo. for your service request. Cur service agent will reach not to you in STAT days. STAT days. STAT days. Please use this ticket number to get an update on this issue. Wo can track this service request on your Paylin for Desirates any part of substrates any part of subs									
PTM_02	1 High	Verification When User Click/Types*Confirm Address*	Web		USER will type "Soundbox not charging" (fleeform) RED + Amber Status Revisit address = 1 Change address If ticket already exists	1. User TyposiClicis on TBattery of Carping Teaching TyposiClick on TyposiClick on TyposiClick on TyposiClicks on TyposiClick	collowing message should be displayed to user have already created a ticket for your issue. Tap below to view it View Ticket									
PTM_0I	5 High	Verification When User Clicks on "View Tickets."		All/Opened/Solved Tickets	USER will type "Soundbox not charging (theeform) RED + Amber Status Revisit address = 1 Change address If licket already exists	not charging"	collowing message should be displayed to user Redirect to View Lickets page Shows the Status of Ticket All'Opened/Solved Tickets									
PTM_02	2 High	Verification When User Types*Change Address*	Web		.User will type "Soundbox not charging" (fleeform) RED + Amber Status Revist address = 1 Change address		collowing message should be displayed to user Redirect to "Change address flow"									
PTM_02	3 High	Verification When User Types/Clicks on "proceed"	Web		.User will type "Soundbox not charging" (treeform) RED + Amber Status last address = 0 Change address	1.User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "Proceed"	ollowing message should be displayed to user only, we couldn't locate an address for you. ease type your 6-digit Area Pincode of your new address sport, down: liect Pincode] field should be displayed to user									
	•	-		•	•						 	 	 	 		

Part	
THE GOT TO SET T	
FINE_COS INDIA MATERIA SECURITOR MATERIA SECURIT	
FTM_202 Hg/L Validation—Institute from the Care Processor Value Value of the State of the Care Processor Value Value of the Care Value Value of the Care Value Value of the Care Value Value Value of the Care Value Value Value of the Care Value Value Value of the Care Value Value of the Care Value Val	
FTM_2DB No. No. To the top sporter waters out of a fine of the process of the company of the com	
FTM_DD Ry Verification Water Liber East Present Was East	
FTM_DIS High Validation - Mandalary Field Chank Vision No data provided in any feet. This form is based of the provided of the first No. 1 This form is based of the provided in any feet. This form is based of the provided of the first No. 1 This form is based of the provided of the first No. 1 This form is based of the first No. 1 This form is the first No. 1 This for	
FTM_DIS 1 High ValidationInvariable Tour Tour search as Read in the form Tour search as Read in some by Tour search as Re	
PTM_RISS High Validation - Invalid Class in Address Visio Vision (Fig. 1) and the State purpose of the State purpo	
PTIM_DID High Validation—Missing Date in City Final Wile City Company All facts filled except Final* This user has field in in fileday put City: This user	
The state of the s	
PTIM_DNA High Validation - Blavin Studentsion Web Student than from the air facility information in the form with all facility information in the form with all facility information in the form with a facility information in the form with a facility information in the form with the form with a facility information in the faci	
User will fige "Soundtoor not user close or "Sentry country" (Personal Sentry or User Close or "Sentry country") (Personal Sentry or User Close or "Sentry country") (Personal Sentry or User Close or "Sentry or User Close	
FFIM_DIM High Verification When User Types' dids "Continn Address" Web Standards and Standards Address' Clark procedure in Types' (Aller Pyres) (Aller P	
FFIL_DID 1 High	
FFIL 0.05 High Verification When liber Close on Veren' Ticsets AdCiponed Slover Ticsets	

					University of the Company of	4 Handard Citata on Manage														
					.User will type "Soundbox not charging"(freeform)	not charging"														
		Marketon	1		RED + Amber Status	1.User type/Clicks on "Battery not charging" 2.user types/Clicks on "proceed 3.User types/Clicks on "Change address" 4.User Types/Clicks on valid: "Pincode" 5.User Types/Clicks on "Send" 6.User Types/Clicks on "Send" 6.	->Following message should be displayed to user													
PTM_	038 High	Verification When User Types/clicks "Change Address"	Web		last address = 0	4.User Types/Clicks on valid-"	user													
					Change address	Pincode** 5.User Types/Clicks on "Send"	Redirect to "change address flow"													
						6.User Types/clicks "Change Address"														
-	_		-				->Following message should be displayed to						_		_	-		_		1
							user													
							Thanks for the confirmation. I would like to help you resolve your issue at the earliest.													
							Please keep your Soundbox connected to the charger and restart your device.													
							Follow the instructions below to see how to restart your device													
					User will type "Soundhoy not		->Followup Video/image should be displayed to user													
PTM_	039 High	Verification When User Types clicks "Battery not charging"	Web		.User will type "Soundbox not charging"(freeform)	User Types/Clicks on "Battery not charging"	to user													
					Green v2		Selforum mere son should be displayed to													
							->Followup message should be displayed to user													
							Did this work?													
							Soundbox starting													
							Soundbox not starting													
							Not working without charger													
							->Following message should be displayed to user						_		-			_		
							user													
							Please note that it takes 4 hours for full charging of your Soundbox. We will check with you after 15 minutes if your Soundbox is charging.													
	040 High	Verification When User Tuner/	Web		.User will type "Soundbox not charging" (freeform)	User Types/Clicks on "Battery not charging" User Types/Clicks on "Soundbox starting"	->Followup message should be displayed to user													
PTM_	High	Verification When User Types/ dicks "Soundbox starting"	vveo		Green	User Types/Clicks on "Soundbox starting"	Commenter to the Commen			1										
					15 minute delayed notification		Can you tell me if your Soundbox is charging now?													
			1			1	Soundbox is charging													
			1			1	Soundbox Not charging													
							->Following message should be displayed to user													
			1			1	We are happy to know that your Soundbox is charging now.													
			1		How will have \$5000000000000000000000000000000000000	1 Hear Turnersen														
		Madication When the To	1		.User will type "Soundbox not charging"(freeform)	User Types/Clicks on "Battery not charging" User Types/Clicks on "Soundbox starting" User Types/Clicks on "Soundbox is charging"	->Followup message should be displayed to user													
PTM_	041 High	Verification When User Types/ clicks "Soundbox is charging"	Web		Green	"Soundbox starting"														
					If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	"Soundbox is charging"	You can upgrade your Soundbox for better battery life if you need to use your Soundbox for more number of hours. Tap to choose													
					Soundbax 3.0 4g															
							Upgrade Soundbox													
_			-				No, thank you>Following message should be displayed to user													1
						4 Herr Transferrer or	user user													
					.User will type "Soundbox not charging"(freeform)	"Battery not charging"	Upgrade to our all new 4G Soundbox which comes with additional benefits of battery life of upto 7 days, high speed network connectivity, and a language change option in 11 languages so you can choose your preferred one!													
PTM_	042 High	Verification When User Types/ clicks "Upgrade Soundbox"	Web		Green	"Soundbox starting"	upto 7 days, high speed network connectivity.													
		Citor oppina ocuracy				"Soundbox is charging"	so you can choose your preferred one!													
					If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	User Types/Clicks on "Battery not charging" User Types/Clicks on "Soundbox starting" User Types/Clicks on "Soundbox is charging" User Types/Clicks on "Upgrade Soundbox"	Please tap below to upgrade your soundbox:													
							Upgrade Soundbox												_	
					.User will type "Soundbox not charging"(freeform)	User Types/Clicks on "Battery not charging" User Types/Clicks on "Soundbox starting" User Types/Clicks on "Soundbox is charging" User Clicks on "Upgrade Soundbox"														
PTM_	043 High	Verification When User Types/ clicks on "Upgrade Soundbox"	Web		Charging (treeform) Green	"Soundbox starting"	Redirect to Upgrade soundbox page													
		clicks on opgrade soundook				"Soundbox is charging"														
					If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	4. User closs on opgrade Soundbox*														
					.User will type "Soundbox not charging"(freeform)	1. User Types/Clicks on "Battery not charging" 2. User Types/Clicks on "Soundbox starting" 3. User Types/Clicks on "Soundbox is charging" 4. User Types/Clicks on "No, thank you"	->Following message should be displayed to user													
PTM_	043 High	Verification When User Types/Clicks on "No, thank you"	Web			User Types/Clicks on "Soundbox starting"														
I FIM.	U+3 High	Types/Clicks on "No, thank you"	Web		Green	3.User Types/Clicks on "Soundbox is charging"	Alright! If you need any other assistance, I'm here to help you. Have a great day.													
					If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	User Types/Clicks on "No, thank you"	here to help you. Have a great day.													
						thank you" 1. User Types/Clicks on "Battlery not charging" 2. User Types/Clicks on "Soundbox starting" 3. User Types/Click on "Soundbox is charging"	->Following message should be displayed to user													
PTM_	044 High	Verification When User Types/Clicks on "Soundbox is charging"	Web		.User will type "Soundbox not charging"(freeform)	User Types/Clicks on "Soundbox starting"	user													
1		charging"	"		Green	3.User Types/Click on "Soundbox is charping"	We are happy to know that your Soundbox is charging now.													
-			-		3.0/4g devices									-	+					4
			1			1	->Following message should be displayed to user													
			1			User Types/clicks on "Battery not charging" User Types/Clicks on "Soundbox starting" Suser Types/Clicks on "Soundbox is Not charging"	%Name, I'm sorry for this. Our service agent will come and check your Soundbox at % Last_Address.													
PTM_	045 High	Verification When User Types/Clicks on "Soundbox Not Charging"	Web		.User will type "Soundbox not charging" (freeform)	User Types/Clicks on "Soundhov startion"														
I FIM.	I migh	Charging*	Web		Charging (treatorm) Green	3.User Types/Clicks on	If this is your current address, please confirm or change your address													
			1		uniteri	Soundbox is Not charging*	Confirm Address													
			1			1								1						
	-	1				User Types/clicks on "Battery not charging" User Types/Clicks on "Boundbox starting" User Types/Clicks on "Soundbox is Not charging" 4.User Types/Clicks on "Confirm addituses"	Change Address													
		Verification When User			.User will type "Soundboy not	not charging* 2. User Types/Clicks on														
PTM_	007 High	Verification When User Types/Clicks on "Confirm Address"	Web		.User will type "Soundbox not charging"(freeform)	"Soundbox starting" 3.User Types/Clicks on	Redirect to Confirm Address flow													
			1		Green	"Soundbox is Not charging" 4.User Types/Clicks on								1						
\vdash	+	+	 								-				+	-		_	_	1
		Madification Miles - 11	1		How will have \$5000000000000000000000000000000000000	not charging* 2. User Types/Clicks on														
PTM_	007 High	Verification When User Types/Clicks on "Change Address"	Web		.User will type "Soundbox not charging"(freeform)	"Soundbox starting" 3. User Types/Clicks on	Redirect to Change Address flow													
		Criarge Address*	1		Green	User Types/Clicks on "Hamery not charging" User Types/Clicks on "Soundbox starting" User Types/Clicks on "Soundbox is Not charging" User Types/Clicks on "Change Address"								1						
-	+	+	-			"Change Address"	->Following message should be displayed to							-	+	\rightarrow	-	-		1
			1			1	user													
			1				%Name, I'm sorry for this. Our service agent will													
		Verification When User Type/Clicks on "Not working without Charger"	l		.User will type "Soundbox not charging"(freeform)	User Types/Clicks on "Battery not charging" User Type/Clicks on "Not working without Charger"	%Name, I'm sorry for this. Our service agent will come and check your Soundbox at % Last_Address.			1										
PTM_	046 High	type/Clicks on "Not working without Charger"	Web		charging*(freeform)	User Type/Clicks on "Not working without Charger"	If this is your current address, please confirm or change your address													
			1		Green	1	change your address Confirm Address													
						1														
\vdash	+	+				User Types/Clicks on	Change Address						-		+ +	-	_	_	_	1
	007	Verification When User Types/Clicks on "Confirm Address"	Web		.User will type "Soundbox not charging"(freeform)	1. User Types/Clicks on "Battery not charging". 2. User Types/Clicks on "Not working without Charger" a Slaser Types/Clicks on "Confirm Address". 1. User Types/Clicks on "Not working without Charger" a Slaser Types/Click on "Not working without Charger" a Slaser Types/Click on "Charge Address".	Redirect to Confirm Address flow													
PTM_	007 High	"Confirm Address"	vveo		charging*(freeform) Green	working without Charger* 3.User Types/Clicks on	Recirect to Corniff Address flow													
\vdash	_	+	-			"Confirm Address" 1. User Types/Clinks co.	 							-	+-+	-		_		1
		Verification When User	1		.User will type "Soundbox not charging" (freeform)	"Battery not charging" 2. User Type/Clinks on "No.														
PTM_	007 High	Verification When User Types/Clicks on "Change Address"	Web		charging*(freeform)	working without Charger* 3.User Types/Clinks on	Redirect to Change Address flow													
- 1		1	1	1	Green	"Change Address"		- 1		I	1	I .	- 1	1 1	1		1	1	1	1

						->Following message should be displayed to user																
						I'm sorry, please try and use a different charger for 15 minutes and then try to switch on the Soundbox. This should solve your problem.																
				Hear will have "Soundhow and	User type"Battery not	This should solve your problem. ->Followup message should be displayed to																
PTM_04	7 High	Verification When User Types"Soundbox not Starting"	Web	.User will type "Soundbox not charging" (freeform) Green	User type "Battery not charging" User Types "Soundbox not Starting"	user																
				Green		Is your Soundbox working after you used a different charger? Select an option below																
						Soundbox now working Soundbox Still not starting																
						Not working without charger																
				.User will type "Soundbox not charging"(freeform)	User type/Clicks on "Battery not charging" User Types/Clicks on "Soundbox not Starting" User Types/Clicks on "Soundbox now working"	->Following message should be displayed to user																
PTM_048	9 High	Verification When User Types/Click on "Soundbox now working"	Web	Green	User Types/Clicks on "Soundbox not Starting"	Awesome, now that it's working with a different charger, please continue using the Paytin Soundbox for accepting your payments.																
				More than 1 month delivery	3. User Types/Clicks on "Soundbox now working"																	
						>Following message should be displayed to user																
PTM_05	ii High	Verification When User Types/Clicks on "Soundbox now working"	Web	.User will type "Soundbox not charging" (freeform)	not charging* 2. User Types/Click on	I can see that your charger is faulty. INR 100 will be added to your PayTM wallet for you to replace your faulty charger. Have a nice day.																
1111100	- Ig	working*	1165	Green	User type/Click on "Battery not charging" User Types/Click on "Soundbox not Starling" User Types/Click on "Soundbox now working"	your faulty charger. Have a nice day. I need more help																
				Less than 1 month		Exit chat																
				.User will type "Soundbox not charging" (freeform)	User type/Click on "Battery not charging" User Types/Click on "Soundbox not Starling" User Types/Click on "Soundbox now working" User types/Clicks on "Exit Chair"																	
	High	Verification, when User types/Clicks on "Exit Chat"	Web	Green	"Soundbox not Starting" 3. User Types/Click on "Soundbox now working"	Exit chat will close the conversation																
				Less than 1 month	4.User types/Clicks on "Exit Chat"																	
				.User will type "Soundbox not charging" (freeform)	User type/Click on "Battery not charging" User Types/Clicks on	->Following message should be displayed to user																
PTM_05	if High	Verification When User Types/Click on "I need more help "	Web	charging (treetorm) Green	"Soundbox not Starting" 3. User Types/Clicks on "Soundbox now working"	Redirect to Node raise ticketichat: non-service																
				Less than 1 month	Char 1. User type/Click on "Battery not charging" 2. User Types/Clicks on "Soundbox not Starting" 3. User Types/Clicks on "Soundbox now working" 4. User Types/Clicks on "I need more help."																	
						->Following message should be displayed to user																
		Verification When User		.User will type "Soundbox not charging" (freeform)	User type/Clicks on "Battery not charging" User Types/Clicks on "Soundbox not Starling" User Types/Clicks on "Soundbox Starling" User Types/Clicks on "Soundbox Still not starling!Not Working without charger"	%Name, I'm sony for this. Our service agent will come and check your Soundbox at % Last_Address.																
PTM_05	2 High	Verification When User Types/Clicks on "Soundbox Still not starting/Not Working without charger"	Web	charging (treetorm) Green	"Soundbox not Starting" 3.User Types/Clicks on	Last_Address. If this is your current address, please confirm or change your address																
					Working without charger*	change your address Confirm Address																
<u></u>	\perp					Change Address						1					\perp					
		Verification When I have		.User will type "Soundbox not charging" (freeform)	User type/Clicks on "Battery not charging" User Types/Clicks on "Soundbox not Starting" User Types/Clicks on "Soundbox Still not starting" 4.User Types/Clicks on "Confirm Address"																	
PTM_00	7 High	Verification When User Types/Clicks on "Confirm Address"	Web	Green	"Soundbox not Starting" 3.User Types/Clicks on "Soundbox Still not starting"	Redirect to Confirm Address flow																
					4.User Types/Clicks on "Confirm Address"																	
		Market Co.		.User will type "Soundbox not charging" (freeform)	User type/Clicks on "Battery not charging" User Types/Clicks on																	
PTM_00	7 High	Verification When User Types/Clicks on "Change Address"	Web	charging*(freeform) Green	"Soundbox not Starting" 3.User Types/Clicks on	Redirect to Change Address flow																
					"Confirm Address" 1. User typel/Clicks on "Battery not charging" 2. User Types/Clicks on "Soundbox not Starting" 3. User Types/Clicks on "Soundbox Still not starting" 4. User Types/Clicks on "Change Address"																	
						->Following message should be displayed to user																
						Thanks for the confirmation. I would like to help you resolve your issue at the earliest.																
						Please keep your Soundbox connected to the charger.																
				.User will type "Soundbox not		You will see a red LED light next to your charging pin. Please refer to the image below to see where to check it																
PTM_05	i4 High	Verification When User Types/Clicks on "Battery not charging"	Web	.User will type "Soundbox not charging"(freeform) Green 2.0, 3.0	User Types/Clicks on "Battery not charging"																	
		charging		Great 2.0, 3.0		->Followup Video/image should be displayed to user																
						->Followup message should be displayed to user																
						Do you see the charging indicator light switched on for your Soundbox?																
						Yes																
						->Following message should be displayed to user						1						_				
						Please note that it takes 4 hours for full charging of your Soundbox. We will check with you after 15 minutes if your Soundbox is charging.																
PTM_05	i5 High	Verification When User Types/Clicks on "Yes"	Web	.User will type "Soundbox not charging" (freeform)	User Types/Click on "Battery not charging" User Types/Click on "Yes"	->Followup message should be displayed to user																
		types/Clicks on "Yes"		Green 2.0, 3.0 15 minute delayed notification	2.User Types/Click on "Yes"	Can you tell me if your Soundbox is charging now?																
				minuse usuayed notification		now/ Soundbox is charging																
						Soundbox Not charging																
\vdash	+					->Following message should be displayed to user	-			-	_	+	\vdash	-	-+	\rightarrow	\rightarrow	-+	-	\dashv		
						user We are happy to know that your Soundbox is charging now.																
		Verification When Lines		.User will type "Soundbox not charging" (freeform)	User Types/Clicks on "Rattery not chamins"																	
PTM_05	6 High	Verification When User Types/Click on "Soundbox is charging"	Web	Green 2.0, 3.0	User Types/Clicks on "Battery not charging" User Types/Clicks on "Soundbox is charging"	->Followup message should be displayed to user																
				If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	"soundbox is charging"	You can upgrade your Soundbox for better battery life if you need to use your Soundbox for more number of hours. Tap to choose																
						Tap to choose Upgrade Soundbox No, thank you																
	+					->Following message should be displayed to user														\neg		
		Maddania III		.User will type "Soundbox not charging"(freeform)	User Types/Clicks on "Battery not charging" User Types/Clicks on "Soundbox is charging" User Types/Clicks on "Soundbox is charging" User Types/Clicks on "Upgrade Soundbox"																	
PTM_05	7 High	Verification When User Types/Clicks on "Upgrade Soundbox"	Web	Green 2.0, 3.0	2.User Types/Clicks on "Yes" 3. User Types/Clicks on "Soundbox is charging"	Upgrade to our all new 4G Soundbox which comes with additional benefits of battery life of upto 7 days, high speed network connectivity, and a language change option in 11 languages so you can choose your preferred one!																
				If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	User Types/Clicks on "Upgrade Soundbox"	Please tap below to upgrade your soundbox:																
	\perp					Upgrade Soundbox							\vdash				\rightarrow					
				.User will type "Soundbox not charging" (freeform)	User Types/Clicks on Battery not charging* Liser Types/Clicks on "Yes" S. User Types/Clicks on "Soundbox is charging* User Types/Clicks on "Upgrade Soundbox* User Clicks on Typerade Soundbox*																	
PTM_05	8 High	Verification When User Types/ clicks on "Upgrade Soundbox"	Web	Green 2.0, 3.0	"Soundbox is charging" 4. User Types/Clicks on	Redirect to Upgrade soundbox page																
				If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	"Upgrade Soundbox" 5.User clicks on "Upgrade Soundbox"																	
									 							_				_		

				.User will type "Soundbox not charging" (freeform)	1. User Types/Clicks on	->Following message should be displayed to									
	058 High	Verification When User	Web		User Types/Clicks on "Battery not charging" User Types/Clicks on "Yes" User Types/Clicks on	user									
P-180	use rigii	Types/Clicks on "No, thank you"	Web	Green 2.0, 3.0	"Soundbox is charging" 4. User Types/Clicks on "No, thank you"	Alright! If you need any other assistance, I'm here to help you. Have a great day.									
				If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	thank you"	here to help you. Have a great day.									
				Liser will type "Soundhoy and	1 User TynesiClinks on	->Following message should be displayed to									
PTM	.059 High	Verification When User Types/Clicks on "Soundbox is	Web	.User will type "Soundbox not charging"(freeform)	"Battery not charging" 2 User Types/Clicks on "Yes"	user									
1		charging"		Green 2.0, 3.0	User Types/Clicks on "Battery not charging" User Types/Clicks on "Yes" User Types/Clicks on "Soundbox is charging"	We are happy to know that your Soundbox is									
-	_			3.0/4g devices		charging now.		1							
						>Following message should be displayed to user									
					User Types/Clicks on	%Name, I'm sorry for this. Our service agent will come and check your Soundbox at %									
PTM	.060 High	Verification When User Types/Clicks on "Soundbox Not	Web	.User will type "Soundbox not charging"(freeform)	User Types/Clicks on "Battery not charging" User Types/Clicks on "Yes"	come and check your Soundbox at % Last_Address.									
'		Charging*		Green 2.0, 3.0	 User Types/Clicks on "Soundbox Not Charging" 	If this is your current address, please confirm or change your address									
						Confirm Address									
						Change Address									
				Hear will have "Soundhow and	User Types/Clicks on "Battery not charging"										
PTM,	.007 High	Verification When User Types/Clicks on "Confirm Address"	Web	.User will type "Soundbox not charging" (freeform)	2.User Types/Clicks on "Yes" 3.User Types/Clicks on "Soundbox Not Charging" 4.User Types/Clicks on	Redirect to Confirm Address flow									
		"Confirm Address"		Green 2.0, 3.0	"Soundbox Not Charging" 4.User Types/Clicks on "Confirm Address"										
\vdash	_							-		_					
		Verification When User		.User will type "Soundbox not charging"(freeform)	User Types/Clicks on "Battery not charging" User Types/Clicks on "Yes"										
PTM,	_007 High	Types/Clicks on "Change Address"	Web	Green 2.0, 3.0	3.User Types/Clicks on "Soundbox Not Charging"	Redirect to Change Address flow									
					3.User TypesiClicks on "Soundbox Not Charging" 4.User TypesiClicks on "Change Address"	- Fellowin and the state of the									
					1	->Following message should be displayed to user									
					1	I'm sorry, please try and use a different charger for 15 minutes and then try to switch on the									
						Soundbox. This should solve your problem.									
				.User will type "Soundbox not	1 User TynesiClinks on										
PTM,	_061 High	Verification When User Types/Clicks on "NO"	Web	charging*(freeform) Green 2.0.3.0	User Types/Clicks on "Battery not charging" User Types/Clicks on "No"	->Followup message should be displayed to user									
				Green 2.0, 3.0		Is your Soundbox working after you used a different charger? Select an option below									
						Soundbox now working									
						Soundbox Still not starting									
						Not working without charger									
				.User will type "Soundbox not	User types/Clicks on "Battery	->Following message should be displayed to user									
PTM,	063	Verification When User Types/Clicks on "Soundbox now		charging*(freeform)	not charging" 2.User type/Clicks on "NO"	Austroma now that i've working with a different									
		working*		Green 2.0, 3.0 More than 1 month delivery	3.User Types/Clicks on "Soundbox now working"	charger, please continue using the Paytm Soundbox for accepting your payments.									
						->Following message should be displayed to user		†							
				.User will type "Soundbox not charging"(freeform)	User type/Click on "Battery	I can see that your charger is faulty. INR 100 will									
PTM,	.064	Verification When User Types/Clicks on "Soundbox now working"		Green 2.0.3.0	User type/Click on "Battery not charging" User type/Click on "NO" User Types/Click on	be added to your PayTM wallet for you to replace your faulty charger Have a nice day.									
		working*			"Soundbox now working"	I need more help									
				Less than 1 month		Exit chat									
				.User will type "Soundbox not	User type/Click on "Battery not charging"	->Following message should be displayed to user									
PTM.	085	Verification When User		charging*(freeform)	2.User type/Click on "NO" 3.User Types/Click on	Redirect to Node									
1	-	Types/Click on "I need more help "		Green 2.0, 3.0	"Soundbox now working" 4. User Types/Click on "I need	raise ticketichat: non-service									
\perp				Less than 1 month	more help "										
				.User will type "Soundbox not observior" (Freeform)	User type/Click on "Battery not charging" User type/Click on "NO" User Types/Click on	->Following message should be displayed to user									
PTM,	065	Verification When User Types/Click on "Exit Chat"		charging*(freeform) Green 2.0, 3.0	2.User type/Click on "NO" 3.User Types/Click on	1									
		-, parcincian Executati			"Soundbox now working" 4. User Types/Click on Exit Chat"	Exit chat will close the conversation									
\vdash				Less than 1 month	Chat*	->Following message should be displayed to		 1				_	-	 	
					1	user									
		Verification When User		.User will type "Soundbox not	User type/Clicks on "Battery not charging"	%Name, I'm sorry for this. Our service agent will come and check your Soundbox at %									
PTM,	066	Types/Clicks on "Soundhox Still not		charging*(freeform)	not charging" 2. User type/Clicks on "NO" 3. User Types/Clicks on "Soundbox Still not starting/"Not Working without charger"	Last_Áddress.									
		starting/"Not Working without charger**		Green 2.0, 3.0	"Soundbox Still not starting/"Not Working without charger"	If this is your current address, please confirm or change your address									
					1	Confirm Address									
						Change Address									
				.User will type "Soundbox not	User type/Clicks on "Battery not charging" User type/Clicks on "NO"										
PTM.	_007 High	Verification When User Types/Clicks on	Web	charging*(freeform)	3.User Types/Clicks on	Redirect to Confirm Address flow									
- 1	1	"Confirm Address"		Green 2.0, 3.0	Working without charger** 4.User Types/Clicks on										
<u> </u>					"Confirm Address"			 							
				.User will type "Soundbox not	User type/Clicks on "Battery not charging" User type/Clicks on "NO"										
РТМ	_007 High	Verification When User Types/Clicks on "Change Address"	Web	charging*(freeform)	3.User Types/Clicks on "Soundbox Still not starting/Not	Redirect to Change Address flow									
1		"Change Address"		Green 2.0, 3.0	3. User Types/Clicks on "Soundbox Still not starting/Not Working without charger" 4. User Types/Clicks on										
					"Confirm Address"										

TC ID	Priority	Title	Test Environment	Test Inputs	Precondition	Steps	Expected Result	QA Status	QA comments	screenshot	Dev comments								
10_10	THOMY	1100	Environment	rest inputs	riccination	опера	>Following message should be displayed to	QA Olalus	QA COMMUNICA	acteriator	Dev comments								
							Hi, I'm your Paytm Personal assistant. How can I												
PTM_00	1 High	Verification When User Types "Troubleshooting"	Web			1.User Types/Clicks on	help you today?												
1		Types "Troubleshooting"				"Troubleshooting"	Would you like to continue in %defaultlanguage, or change the language?												
							Yes No												
							No>Following message should be displayed to user												
							Please select your preferred language from the list												
							below %Language 1												
PTM_00	2 High	Verification , When User Types/Clicks on "No"	Web			1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No"	%Language 1												
						2.User Types/Clicks on "No"	%Language 3												
							%Language 4												
							>Following message should be displayed to user												
							Tap below to choose the issue you are facing with your Soundbox												
						1.User Types/Clicks on "Troubleshooting"	Soundbax not working												
PTM_00	3 High	Verification , When User Types/Clicks on any Language from List	Web			1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List	Issue with my rental												
						Language from List	Order new Soundbox												
							Track Soundbox status												
\vdash						411	>Following message should be displayed to				+								+
		Madiantina Mina Dana Tina				1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on Tssue with my rental"	user Redirect To Node												
PTM_00	4 High	Verification , When User Types/Clicks on "Issue with my rental"	Web			3.User Types/Clicks on any Language from List	Redirect To Node E-Rental Flow												
						4.user Types/Clicks on "Issue with my rental"													
							>Following message should be displayed to user												
						1.User Types/Clicks on	Great choice! The all new 46Scundbox comes with benefits of battery life of upto 7 days, high speed network connectivity, and a language change option in 11 languages so you can choose your preferred one!												
		Verification , When User Types/Clicks on "Order new Soundbox"				1.User Types/Clicks on "Troubleshooting" 2.User Clicks on "No"	of battery life of upto 7 days,high speed network connectivity, and a language change												
PTM_00	5 High	on "Order new Soundbox"	Web			3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Order new Soundbox"	option in 11 languages so you can choose your preferred one!												
						Soundbox*	You can tap below to know more and buy the Soundbox												
							Buy Soundbox												
						1.User Types/Clcks on "Troubleshooting" 2.User Clicks on "No" 3.User Specification "No" 3.User Specification of "No" 4.User Types/Clcks on "Order new Soundbox" 5.User Types/Clcks on "Buy Troubleshooting" 2.User Types/Clcks on "No" 3.User Types/Clcks on "Track Soundbox Status" on "Track Sou													
PTM 00		Verification , When User Types/Clicks on "Buy Soundbox "	Web			2.User Clicks on "No" 3.User Types/Clicks on any	Redirect to "user clicks on "Buy Soundbox "												
PIM_00	6 High	on "Buy Soundbox" "	weo			4.User Types/Clicks on "Order new Soundbox"	page												
						5.User Types/Clicks on "Buy Soundbox "													
						1.User Types/Clicks on "Troubleshooting"	>Following message should be displayed to user												
PTM_00	6 High	Verification, when User Types/Clicks on "Track Soundbox Status"	Web			3.User Types/Clicks on any Language from List	Redirect to Soundbox order issue												
						4.User Types/Clicks on "Track Soundbox Status"													
						1.User Types/Clicks on	>Following message should be displayed to user												
PTM_00	7 High	Verification, when User Types/Clicks	Web		API Error + Timeout	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working"	Oh no! It looks like I'm facing a technical issue.												
PIM_00	/ High	on "Soundbox Not Working"	weo		API Error + Timeout	Language from List 4.User Types/Clicks on "Soundbox	You can tap below to try again, or you can call us at 0120 4440 440.												
						Not Working*	Try again												
							>Following message should be displayed to user												
						1.User Types/Clicks on	Not to worry %Name. I've created a ticket %TicketNo. for you.												
		Verification when User Types/Clinic				"Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on "~~													
PTM_00	8 High	Verification, when User Types/Clicks on "Try again"	Web		API Error + Timeout	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working"	>Followup message should be displayed to user												
						Not Working* 5.User Types/Clicks on "Try again "	Our agent will reach out to you in %TAT days or you can call Customer Support on 0120 4440 440 for more help.												
							on 0120 4440 440 for more help.												
						1.User Types/Clicks on "Troubleshooting"	>Followup message should be displayed to user												\neg
PTM_00	9 High	Verification, when User Types/Clicks on "Try again "	Web		API Error + Timeout	"Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working"													
-		on "Try again "				4.User Types/Clicks on "Soundbox Not Working"	Please use this ticket number to get an update on this issue. You can track this ticket request on your Paytim for Business app in the Help and Support section.												
\vdash	-					5.User Types/Clicks on "Try again "	app in the Help and Support section. >Following GIF should be displayed to user				+								+
							->Followup message should be displayed to user												
						1 Hear Time-Winter	user I have found %number Soundboxes registered with your merchant account.												
						1.User Types/Clicks on "Troubleshooting" 2.User Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working"													
PTM_01	0 High	Verification, when User Types/Clicks on "Soundbox Not Working"	Web		>1 Device Found	3.User Types/Clicks on any Language from List	Please have your Soundbox near you and select the serial number you need help with												
						Not Working"	>Followup message should be displayed to												
							user %Soundbox Serial no												
							%Soundbox_Serial_no %Soundbox_Serial_no %Soundbox_Serial_no												
						1.User Types/Clicks on "Troubleshooting" 2.User Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5.User Types/Clicks on "Other serial number"	Other Serial Number												+
		Varification when they Townston				2.User Clicks on "No" 3.User Types/Clicks on any	>Following message should be displayed to user												
PTM_01	2 High	Verification, when User Types/Clicks on "Other serial number"	Web		>1 Device Found	Language from List 4.User Types/Clicks on "Soundbox	Please find the serial number of your												
						5.User Types/Clicks on "Other serial number"	Soundbox, and type it below							J					
•	•	•										 	 		 	 			

						1.User Types/Clicks on "Troubleshooting" 2.User Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox	>Following message should be displayed to user											
		Verification, when User Enter * Serial Number*			>1 Device Found	3.User Types/Clicks on any Language from List	Oops, looks like you entered an invalid											
PTM_01:	High	Serial Number*	Web		Invalid Serial Number	4.User Types/Clicks on "Soundbox Not Working"	Oops, looks like you entered an invalid serial number. Please find the serial number at the back of your Soundbox, and type it below											
						5.User Types/Clicks on "Other serial number"	Bot will ask to re-enter serial number											
						4 User TypesClicks on "Soundbox NewYorkon" 5. User TypesClicks on "Other serial 6. User Enter serial number 1. User TypesClicks on 1. User Enter serial number 1. User Clicks on "Not Subscription" 2. User Clicks on "Soundbox Not Volker Clicks on "Soundbox Not Volker Clicks on "Soundbox Not Volker Clicks on "Other serial 6. User Clicks on "Other serial 6. "Collect Serial Number 1. User TypesClicks on 1. "Trotolectoring"			_									
						"Troubleshooting" 2.User Clicks on "No"												
PTM_01	High	Verification, when User types/Clicks on serial number in "Collect Serial Number" field	Web	"123-456-789- 012-345"	Serial Number with Hyphens or Dashes	from List	The system should reject the serial number, as it should only contain numeric digits without special characters.											
		Number* field			.,,	Working* 5.User Clicks on *Other serial	characters.											
						number* 6. "Collect Serial Number"												
						1.User Types/Clicks on "Troubleshooting"												
		Madianta observation and China			Control Manufacturists	"Troubleshooting" 2.User Clicks on "No" 3.User Clicks on any Language from List 4.User Clicks on "Soundbox Not Working"												
PTM_016	High	Verification, when User types/Clicks on serial number in "Collect Serial Number" field	Web	1234567890123 45 *	Serial Number with Leading and Trailing Whitespace	from List 4.User Clicks on "Soundbox Not	The system should trim the leading and trailing whitespace and consider the serial number as valid.											
		Number men			VIII magaza	Working* 5.User Clicks on "Other serial number*												
						1.User Types/Clicks on "Troubleshooting"												
		Verification, when User types/Clicks			Sprint Number with	3.User Clicks on any Language	The system should reject the serial number as it											
PTM_01:	High	Verification, when User types/Clicks on serial number in "Collect Serial Number" field	Web	"1234567890AB CDEZ"	Serial Number with Alphabetic Characters	4.User Clicks on "Soundbox Not Working"	The system should reject the serial number, as it should only contain numeric digits.											
						5.User Clicks on "Other serial number"												
						6. "Collect Serial Number" 1. User Types-Clocks on "No" 2. User Clicks on "No" 3. User Clicks on any Language from List 4. User Clicks on "Other serial 6. User Clicks on "Other serial 6. "Collect Scried Number" 1. User Types-Clicks on "The Serial Number" 1. User Types-Clicks on "The Clicks on "The Clicks on "The Clicks on "The Clicks on "Serial Number" 4. User Clicks on "Soundoox Not Victorial Number Clicks on "Soundoox Not Victorial									_			
						"Troubleshooting" 2.User Clicks on "No"												
PTM_01	High	Verification, when User types/Clicks on serial number in "Collect Serial Number" field	Web	Empty	Empty Serial Number	3.User Clicks on any Language from List	The system should reject the serial number as it does not meet the minimum length requirement of 15 digits.											
	1.0.	Number* field				4.User Clicks on "Soundbox Not Working"	15 digits.											
						Working" 5.User Clicks on "Other serial number" 6. "Collect Serial Number"												
						1.User Types/Clicks on "Troubleshooting" 2.User Clicks on "No"									-			+
						2.User Clicks on "No" 3.User Clicks on any Language												
PTM_019	High	Verification, when User types/Clicks on serial number in "Collect Serial Number" field	Web	"12#45\$67890 @345"	Serial Number with Special Characters	3.User Clicks on any Language from List 4.User Clicks on "Soundbox Not	The system should reject the serial number, as it should only contain numeric digits.											
		Number* field		@345°	,	5.User Clicks on *Other serial												
						6. "Collect Serial Number"												
						1.User Types/Clicks on "Troubleshooting" 2.User Clicks on "No"	The system should reject the serial number as it exceeds the allowed 15-digit length Serial no too long											
		Verification when User types/Clicks		*123456789012 34*		2.User Clicks on "No" 3.User Clicks on any Language	exceeds the allowed 15-digit length Serial no too long											
PTM_021	High	Verification, when User types/Clicks on serial number in "Collect Serial Number" field	Web	"123456789012 3456"	Serial Number Too Long/Too short	2.User Clicks on "No" 3.User Clicks on any Language from List 4.User Clicks on "Soundbox Not Working"	The section about the section is a											
				3456"		5.User Clicks on *Other serial	The system should reject the serial number as it does not meet the required 15-digit length. — Serial no -too short											
						number* 6. "Collect Serial Number* 1.User Types/Clicks on	IIV -too amont											
						"Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox	>Following message should be displayed to											
		Verification, when User Clicks/types			>1 Device Found	3.User Types/Clicks on any Language from List	user											
PTM_02	High	Verification, when User Clicks/types serial number in "Collect Serial Number" field	Web		After 2 retry attempts	4.User Types/Clicks on "Soundbox Not Working"	Sorry, you've exhausted the limit to enter the serial number.											
						Not Working" 5.User Types/Clicks on "Other serial number" 6.User Types/Clicks on "Collect Serial Number"												
						6.User Types/Clicks on "Collect Serial Number"												
							>Following message should be displayed to user											
							Not to worry %Name. I've created a ticket %TicketNo. for you.											
							>Follow up message should be displayed to											
							user											
						1.User Types/Clicks on	Our agent will reach out to you in %TAT days or you can call Customer Support on 0120 4440 440 for more help.											
					>1 Device Found	"Troubleshooting" 2.User Types/Clicks on "No"												
PTM_02	High	Verification, when User Enter * Serial Number*	Web		After 2 retry attempts	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox	>Follow up message should be displayed to user											
1	'	Ocial ridilidei				Not Working* 5.User Types/Clicks on *Other serial	Please use this ticket number to get an update on this issue. You can track this ticket request on your Paytm for Business											
						number* 6.User Enter*Serial Number*	ticket request on your Paytm for Business app in the Help and Support section.											
							>Follow up message should be displayed to user											
							I'm happy to hear that I could help you. You can tap on Main Menu if you are looking for more help, or select exit chat											
							Main Menu											
						4 Here Toron 1991 1	Exit chat						 					
						1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5.User Types/Clicks on "Other serial number"												
					>1 Device Found	3.User Types/Clicks on any Language from List												
PTM_02:	High	Verification, when User types/Clicks on "Main Menu"	Web		After 2 retry attempts	4.User Types/Clicks on "Soundbox Not Working"	Bot will redirect to welcome message page											
	1					5.User Types/Clicks on "Other serial number"												
						number* 6.User Enter*Serial number* 7.User types/Clicks on *Main Menu*												
						1.User Types/Clicks on "Troubleshooting"					T	T				T		
	1				>1 Device Found	3.User Types/Clicks on "No" 3.User Types/Clicks on any												
	High	Verification, when User types/Clicks on "Exit Chat"	Web		After 2 retry attempts	4.User Types/Clicks on "Soundbox Not Working"	Exit chat will close the conversation											
						5.User Types/Clicks on "Other serial number"												
						1. User Types/Clicks on "Troubleshooting" 1. User Types/Clicks on "No" 3. User Types/Clicks on "No" 3. User Types/Clicks on any Language from List List List List List List List List												
							>Following message should be displayed to user											
						1.User Types/Clicks on "Troubleshooting"	Response according to the status											
		Verification, when User Types/Clinks			>1 Device Found	2.User Clicks on "No" 3.User Types/Clicks on any	SD Card and Battery working fine/Battery needs											
PTM_024	1	Verification, when User Types/Clicks on "%Soundbox_Serial_no"	Web			4.User Types/Clicks on "Soundbox	Soundbox needs replacement/ Insufficient Battery											
	1					1.User Types/Licks on "No" 2.User Clicks on "No" 3.User Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5.User Types/Clicks on "% Soundbox_Serial_no"	before 30 mins/ Device is currently charging/ Device is offline/ Device is offline & Discharged /Device is											
	1						SU Card and bastery working interbasiny necessing replacement in Sufficient Battery Insufficient Battery Insufficient battery and still charging-User calling before 30 minst Device is currently charging Device is offline a Discharged (Device is offline A Discharged API Failure											
						•			 _				 	 			 	

PTM_025	High	Verification, when User Types/Clicks on "Soundbox Not Working"	Web	1 Device Found Device Model= OAK4GQ1No	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working"	>Following Message should be displayed to user Redirect To Node SB Hardware Flow-to clarified from the client									
PTM_026	High	Verification, when User Types/Clicks on "Soundbox Not Working"	Web	Device Found After selecting Serial number	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working"	>Following message should be displayed to user Redrect To Node soundbox serial no									
PTM_027	High	Verification, when User Types/Clicks on "Soundbox Not Working"	Web	1 Device Found Device Model= OAK4GQ1 Yes	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" Not Working"	>Following message should be displayed to user No womest Wire going to do a quick check of your Soundbox. If will take 1-2 minutes and your Soundbox will restart and play a test message in they process. Tap below to start the troubleshooting of your Soundbox Soundbox Soundbox Soundbox Soundbox Start Testing									
PTM_028	High	Verification, when User Types/Clicks on "Start Testing"	Web	1 Device Found Device Model= OAKAGQ1 — YES IF THE USERTAPS ON END CHAT	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox No Working" 5. User Types/Clicks on "Start Testing"	>Following message should be displayed to user You have exited the troubleshooting process. Please tap below to view the menu. Menu									
PTM_028	High	Verification, when User Types/Clicks on "Menu"	Web	1 Device Found Device Model= OAK4GQ1 YES IF THE USERTAPS ON END CHAT	User Types/Clicks on "Start Testing" 1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on Son any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing" 6.User Types/Clicks on "Menu"	Redirect to welcome message page									
PTM_029	High	Verification, when User Types/Clicks on "Start Testing"	Web	1 Device Found Device Model= OAM/GO1 — YES SD Card and Battery working fine	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing"	->Following message should be displayed to user We have checked and found your Soundbox is working fine. Tap below to choose any other issue you are facility with your Soundbox. Sound not coming fine. Charger is broken Battey draining fast Other issue									
PTM_030	High	Verification, when User Types/Clicks on "Sound not coming"	Web	Device Found Device Model: OAK4GQ1 — YES SD Card and Battery working fine - Using Recommended SIM/ Data not available	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing" 6.User Types/Clicks on "Sound not coming"	Pollowing message should be displayed to user Kindly set the volume to maximum and do a test transaction to check if the soundbox is working properly. Tap below to start the test transaction Test it now									
PTM_031	High	Verification, when User Types/Clicks on "Test it now"	Web	1 Device Found Device Model= OAK4SQ1 — YES SD Card and Battery working fine - Using Recommended SIM/ Data not available	Coming 1.User TypesClicks on "Troubleshooting" 2.User TypesClicks on "No" 3.User TypesClicks on any Language from Lat 4.User TypesClicks on "Soundbox Entire TypesClicks on "Soundbox User TypesClicks on "Soundbox User TypesClicks on "Sound not coming" 7.User TypesClicks on "Test it now 7.User TypesClicks on "Test it now 1.00 to "Test it now 1.0	>Follow up message should be displayed to user Did you hear any sound from your soundbox? YES NO									
PTM_032	High	Verification, when User Types/Clicks on * No*	Web	1 Device Found Device Model DAVAGO1 - YES SD Card and Battlery working flue - Using Recommended SIM Data not available	1. User Types/Clicks on Troubleshooting* 1. Troubleshooting* 2. User Types/Clicks on any Language from List 4. User Types/Clicks on Tsoundbox Not Working* 5. User Types/Clicks on "Soundbox Clicks" on "Soundbox Not Working* 6. User Types/Clicks on "Soundbox Not Working* 7. User Types/Clicks on "Soundbox Not Working" 7. User Types/Clicks on "Soundbox 8. User Types/Clicks on "Sound not coming." 7. User Types/Clicks on "Sound not coming." 8. User Types/Clicks on "Sound not coming." 9. User Types/Clicks o	→Following Message should be displayed to user REDIRECT TO NODE Service Ticket Creation									
PTM_033	High	Verification, when User Types/Clicks on * Yes*	Web	1 Device Found Device Model - OAA/GOT - YES SD Card and Battlery working fine - Using Recommended SIM Data not available	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on "Soundbox Language from List 4.User Types/Clicks on "Soundbox 5. User Types/Clicks on "Start Testing" 6.User Types/Clicks on "Sound not coming" 7.User Types/Clicks on "Test it now 8.User Types/Clicks on "Test it now 8.User Types/Clicks on "Test it now 8.User Types/Clicks on "Yes"	->Following Message should be displayed to user Great Section 1									
PTM_034	High	Verification, when User Types/Clicks on * Yes*	Web	1 Device Found Device Model = OAKOO = - YES SD Card and Battery working fine - Using Recommended SIM Data not available	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox 5. User Types/Clicks on "Start Testing" 6.User Types/Clicks on "Scart not Coming" 7.User Types/Clicks on "Start not 7.User Types/Clicks on "Yes"	->Follow up message should be displayed to user fin happy to hear that could help you. You can tap on Main Menu If you are looking for more help, or select exit chat Main Menu Exit chat									
PTM_023	High	Verification, when User types/Clicks on "Main Menu"	Web	1 Device Found Device Model - DAVAGO1 - YES SD Card and Ballary working fine - Using Recommended SIM Data not available	1. User Types/Clicks on 1. Trackstonolong 2. User Types/Clicks on "No" 3. User Types/Clicks on "No" 3. User Types/Clicks on "Soundbox Not Working" 6. User Types/Clicks on "Sound on 1. User Types/Clicks on "Sound on 1. User Types/Clicks on "Sound on 8. User Types/Clicks on "Net It now 8. User Types/Clicks on "Net It now 9. User Types/Clicks on "Net It	Bot will redirect to welcome message page									

	High	Verification, when User types/Clicks on "Exit Chaft"	Web	1 Device Found Device Model: OAM4G01 — YES SD Card and Battery working fine - Using Recommended SIM Data not available	1.User Types/Clicks on "Troubleshooting" Troubleshooting" Juser Types/Clicks on "No" Juser Types/Clicks on "No" Juser Types/Clicks on "Soundhox Not Working" 5. User Types/Clicks on "Sound not coming" 6. User Types/Clicks on "Sound not coming" 7.User Types/Clicks on "Exit It now 8. User Sypes/Clicks on "Exit It now 8. User Types/Clicks on "Exit Chat" 9. User Types/Clicks on "Exit Chat"	Exit chat will close the conversation									
PTM_035	High	Verification, when User Types/Clicks on "Sound not coming"	Web	1 Device Found Device Model= OAK46Q01 YES SD Card and Battery working fine - Not using recommended SIM	1. User Types/Clicks on "Troubleshooting" 2. User Types/Clicks on "No" 3. User Types/Clicks on any 1. Language from Lat 4. User Types/Clicks on "Soundbox Working" 5. User Types/Clicks on "Soundbox Entire" 6. User Types/Clicks on "Sound not coming"	>Following message should be displayed to user Redirect To Node Service Ticket Creation									
PTM_036	High	Verification, when User Types/Clicks or Battery drawing fast /Other issue*	Web	1 Device Found Device Model=CAK4GO1 - YES SD Card and Battery working fine	1.User Types/Clicks on Troubleshoding? 2.User Types/Clicks on Ner's 3.User Types/Clicks on Ner's Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Saundbox Net Working" 6.User Types/Clicks on "Saundbox Net Worki	>Following message should be displayed to user Redrect To Node Ralso a ticket									
PTM_038	High	Verification, when User Types/Clicks on "Charger is broken"	Web	1 Device Found Device Model* OAK4001 - YES SD Card and Battery working fine	1. Lizer Types/Clicks on Troubleshooting* 2. User Types/Clicks on "No" 3. User Types/Clicks on "No" 4. Language from List 4. Language from List 4. Language from List 4. Language from List 6. Lizer Types/Clicks on "Soundbox 5. Lizer Types/Clicks on "Charger Is broken" 6. Lizer Types/Clicks on "Charger Is broken"	Felloway message should be displayed to use the Child Please get a new charge for your law country of the control and southers. Also to enfant Re. 100 to your account for the same. Rollow up message should be displayed to user fin happy in hear that I could help you. You can to not false Mero it have control to the recent help or the Main Mero it have control to the country that the country is select exit there. Main Mero Maria Mero Mero Mero Maria Mero Mero Mero Mero Mero Mero Mero Mero									
PTM_023	High	Verification, when User types/Clicks on "Maln Menu"	Web	1 Device Found Device Model= OAK4GQ1 YES SD Card and Battery working fine	1.User Types/Clicks on "Toutlershooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on "No" Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start 6.User Types/Clicks on "Charger is Droken" 7.User types/Clicks on "Main Menu" 1.User Types/Clicks on "Main Menu"	Bot will redirect to welcome message page									
	Hgh	Verification, when User types/Clicks on "Exit Chat"	Web	1 Device Found Device Model= OAK4GQ1 YES SD Card and Battery working fine	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on "No" Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Soundbox Testing" 6.User Types/Clicks on "Charger is broken" 7.User Types/Clicks on "Exit Chat" 7.User Types/Clicks on "Exit Chat"	Exit chat will close the conversation									
PTM_036	High	Verification, when User Types/Clicks on 'Start Testing'	Web	1 Device Found Device Model= OAK4GQ1 YES Battery needs replacement	1.User Types/Clicks on "Troubleshooting" 2.User Types/Click on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Now Working" 5. User Types/Clicks on "Start Testing"	->Following message should be displayed to user We have checked and found your soundbox ballery needs to be replaced. Please not, there will be no additional charges for it. Let me create a ticket for you. Tap below to proceed Raise a ticket.									
PTM_040	High	Verification, when User Types/Clicks on 'Raise a ticket'	Web	1 Device Found Device Model= OAK4GQ1 YES Battery needs replacement	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing" 6.User Types/Clicks on "Raise a licket"	->Followup message should be displayed to user Redirect To Node Service Ticket Creation ->Following message should be displayed to									
PTM_041	High	Verification, when User Types/Clicks on "Start Testing"	Web	1 Device Found Device Model= OAK4GQ1 - YES Soundbox needs replacement	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on any Language from List Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing"	>									
PTM_042	High	Verification, when User Types/Clicks on "Raise a ticket"	Web	1 Device Found Device Model= OAK4GQ1 YES Soundbox needs replacement	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on TNo" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5.User Types/Clicks on "Start Testing"	->Followup message should be displayed to user Redirect To Node Service Ticket Creation									
PTM_043	High	Verification, when User Types/Clicks on "Start Testing"	Web	1 Device Found Device Model= OAK4G01 YES Insufficient Battery	1.User Types/Clicks on "Trobleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing"	>Following message should be displayed to user We could not test your soundbox as the battery is very low. Please charge your soundbox for at least 30 minutes. Request a callback									
PTM_044	High	Verification, when User Types/Clicks on "Request a callback."	Web	1 Device Found Device Model= OAK4GQ1 YES Soundbox needs replacement	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Soundbox Lesting" 6.User Types/Clicks on Request a callback "	>Followup message should be displayed to user Redirect To Node Service Ticket Creation									

PTM_045	High	Verification, when User Types/Clicks on "Start Testing"	Web	1 Device Found Device Model= OAK4GQ1 YES Insufficient battery and still charging-User calling before 30 mins	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing"	>Following message should be displayed to user We will be calling you in %minutes minutes to help you with your sounbox issue. Meanwhile please ensure your sounbox is charging.									
PTM_046	High	Verification, when User Types/Clicks on "Start Testing"	Web	1 Device Found Device Model= OAX4G01 — YES Device is currently charging	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on "No any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing"	>Following message should be displayed to user We couldn't perform a test of your soundbox as it is plugged in to the charger. Kindly remove the soundbox from charge and test again. Test Soundbox									
PTM_047	High	Verification, when User Types/Clicks on "Test Soundbox"	Web	Device Found Device Model= OAK4G01 YES Device is currently charging	1. User TypestClicks on "Troblehooling" 2. User TypestClicks on "No" 3. User TypestClicks on "No" 3. User TypestClicks on "Soundbox 1. User TypestClicks on "Stant Testing" 6. User TypestClicks on "Stant Testing" 6. User TypestClicks on "Test Soundbox" 1. User TypestClicks on "Troblehooling" 2. User TypestClicks on "No" 3. User T	>Following message should be displayed to user Redirect to [Troubleshooting API] The flow will start again									
PTM_048	High	Verification, when User Types/Clicks on "Start Testing"	Web	1 Device Found Device Model= OAK4GQ1 YES Device is offline	User Types/Clicks on "Soundbox Not Working" User Types/Clicks on "Start Testing"	>Following message should be displayed to user We are unable to connect with your device. To continue the touleshooting, please charge your soundbox for at least 30 minutes. Request a callback									
PTM_049	High	Verification, when User Types/Clicks on "Request a caliback"	Web	1 Device Found Device Model= OAK4GG1 YES Device is offline	1.1ser Types/Clicks on Troubleshooting* 2.1ser Types/Clicks or "No" 3.1ser Types/Clicks on any Language from List Not Working 5. User Types/Clicks on "Start Testing" 6. User Types/Clicks on "Request a caliback*	->Following message should be displayed to user We've created a ticket: %TicketNo. Our agent will reach out to you in next 30 minutes. Please ensure sufficient charging of your device till then.									
PTM_050	High	Verification, when User Types/Clicks on 'Riequest' a caliback'	Web	1 Device Found Device Model= OA64501 YES Device is offline	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3. Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start 6.User Types/Clicks on "Request a callback "										
PTM_023	High	Verification, when User types/Clicks on "Main Menu"	Web	1 Device Found Device Model= QAK4GQ1 YES Device is offline	1.User Types/Clicks on Troubleshooting* Not Troubleshooting* Not Troubleshooting* Not 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Net Working" 5. User Types/Clicks on "Start 6.User Types/Clicks on "Request a Cliback " 7.User Types/Clicks on "Request a 1.User Types/Clicks on "Main Menu" 1.User Types/Clicks on "Main Menu" 1.User Types/Clicks on "Main Menu"	Bot will redirect to welcome message page									
	Hgh	Verification, when User types/Clicks on "Exit Chat"	Web	1 Device Found Device Model= QMX4QQ1 YES Device is offline	"Troubleshooting" 2. User Types/Clicks on "No" 3. User Types/Clicks on any Language from List 4. User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing" 6. User Types/Clicks on "Request a callback "	Exit chat will close the conversation									
PTM_051	High	Verification, when User Types/Clicks on "Start Testing"	Web	1 Device Found Device Model= OAX4G01 YES Device is offline & Discharged	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on "No" 1.User Types/Clicks on "Soundbox Not Working" 5.User Types/Clicks on "Soundbox Not Working" 5.User Types/Clicks on "Start	->Following message should be displayed to user We see that your device has been not charged for more than 'Nidscharpe, time days. In order to do a complete testing of your device, please charge your soundbox for all least 30 minutes. Request a callback									
PTM_052	High	Verification, when User Types/Clicks on "Request a callback."	Web	1 Device Found Device Model= QAK4GQ1 YES Device is offline & Discharged	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Nor Types/Clicks on "Soundbox On "Nor Types Clicks" on "Request a callback "	->Following message should be displayed to user We've created a ticket: %TicketNo. Our agent will reach out to you in next 30 minutes. Please ensure sufficient charging of your device till then.									
PTM_053	High	Verification, when User Types/Clicks on "Request a callback *	Web	Device Found Device Model OMAGOT — YES Device is offline & Discharged	1. User Types/Clicks on "Troubleshooting" 2. User Types/Clicks on any Language from Language from Language from Language from Loundbox 4. User Types/Clicks on "Start Language from Clicks on "Start Language from Clicks on "Request a caliback."	-of-ottoway Message, should be displayed to see the seed of the s									
PTM_023	High	Verification, when User types/Clicks on "Main Menu"	Web	1 Device Found Device Model OAM-4G01 — YES Device is offline & Discharged	1. User Types/Clicks on Throsobershooting* 2. User Types/Clicks on any Language from List 4. User Types/Clicks on Soundbox Not Working* 5. User Types/Clicks on Soundbox Feeting* 6. User Types/Clicks on Teating* 6. User Types/Clicks on TRequest a callback* 7. User types/Clicks on TMain Menu* 7. User types/Clicks on TMain Menu*	But will redirect to welcome message page									

The second secon																		
The state of the s		High	Verification, when User types/Clicks on "Exit Chart"	Web	Device Model= OAK4GQ1 YES	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox 5. User Types/Clicks on "Start Testing" 6.User Types/Clicks on "Request a callback" 7.User Types/Clicks on "Exit Chaf"												
The state of the s	PTM_054	High	Verification, when User Types/Clicks on "Start Testing"	Web	Device Model= OAK4GQ1 YES	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing"	>Following message should be displayed to user We will be calling you in Siminutes minutes to help you with your sounbox issue. Meanwhile please ensure your sounbox is charging and turn it on once it is charged											
1 Device Found 1 Devi	PTM_055	High	Verification, when User Types/Clicks on "Start Testing"	Web	1 Device Found Device Modell OMAGG1 — YES Network Outage		We see that your area is facing a network outage from %Networker. This should be fixed from Airtiffs and in sometime. Please by after %hours hours. >Followup message should be displayed to user. I'm happy to hear that I could help you. You can tap on Main Menu if you are looking for more help, or select exist that. Main Menu. Main Menu.											
1 Device Found 1 Devi	PTM_023	High	Verification, when User types/Clicks on "Main Menu"	Web	Device Model= OAK4GQ1 YES	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing" 6.User types/Clicks on "Main Menu"	Bot will redirect to welcome message page											
1 Device Found 1 Devi		High	Verification, when User types/Clicks on "Exit Chat"	Web	Device Model= OAK4GQ1 YES	1.User Types/Clicks on "Troubleshooting" "Troubleshooting" 1.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing" 6.User hypes/Clicks on "Exit Chait"	Exit chat will close the conversation											
1 Device Found 1 Devi	PTM_057	High		Web	Device Model= OAK4GQ1 YES	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing"	>Following message should be displayed to user Oh nol It looks like I'm facing a technical issue. You can tap below to try again, or you can call us at 0120 4440 440. Try Again											
We found to the liver is no Soundbox (as on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Types/Clicks on "Soundbox Net Working" Web O Device found 4 User Typ	PTM_058	High	Verification, when User Types/Clicks on *Try again*	Web	Device Model= OAK4GQ1 YES	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Sant	Not to worn, %Name. Five created a stacker %Ticketho. for your warm. Not awarm, warm warm. Five created a stacker %Ticketho. for you. ->Follow up message should be displayed to user. Our agent will reach out to you in %TAT days or you can call Customer Support on 0120 4404 440 for more help. ->Follow up message should be displayed to user.											
March Marc	PTM_060	High	Verification, when User Types/Clicis on "Soundbox Not Working"	Web	0 Device found	1.User TypestClicks on "Troubleshooting" 2.User TypestClicks on "No" 3.Lamaquage from List 4.User TypestClicks on "Soundbox Not Working"	We found not the them is no Soundhoo. We found not the them is no Soundhoo. Who can so the boy the off and 4G Soundhoo which comes with benefits of Soundhoo which comes with benefits of Soundhoo which comes with benefits of Southy life of 100 of 200; high paged change option in 11 therappers so you can choose your preferred one!											
	PTM_062	High	Verification, when User Clicks on "Place an order "	Web	0 Device found	1.user reaches to "Troubleshooting" 2. user clicks on "No" 3.user clicks on any "language "from list 4.user clicks on "Soundbox not working"												
	\Box													_				
	Ш																	
	\Box									$\perp = \exists$				\pm	\perp			=
	\vdash													1				
																		=
														_				
														\perp				
									<u> </u>									

																_
												-	_			
																
																_
												-			_	
							_	_								
												-				
								_				-	_			
																_
																_
		1		1	\Box											
+	+-+	+	-	+				\rightarrow			 		 	+	_	-
		1		1				-+					 		_	-
				<u> </u>												
				1											_	
							_					-	_		_	
		1		1				-+								
																_
	 	+		1				-			 			+ + +	_	_
 																_
																_
												_	_			

$\overline{}$				-							-		-		
															_
											-				_
						_						+			+
											-	-		_	_
															_
															
						_						-			_
	+					-	$-\Box$								_
		-	 +									+		+	+
		1	1			-						1			_
												1		1	
	+ + +	 	+	$\vdash \vdash \vdash$						 		-	-	-	+
	+ + -	1	 1	 			-			 			 	+	+
	+		 +	\longmapsto						\vdash		+	-	-	+
														_	_
	 						-					-			
	_													_	+
															+
1 1 1															

\vdash																		\vdash		\perp
\vdash	-	+																$\overline{}$	+	+-
-																	 	$\overline{}$	+	+-
\perp																				
\vdash		_													-			\leftarrow	+'	+-
-	_																	-	+	+-
																			+	+-
\vdash																				
-	_														-		-	\leftarrow	+'	+
\vdash																		-	+	+-
																			+	1
\perp																		\leftarrow		
\vdash		-													+				+'	+
+		+															1		+	+
																			+	+
\perp																		\leftarrow		
\vdash		-													-				+'	+
-	_																		+	+-
		 \perp																$\overline{}$		\perp
\vdash		1 -					\Box		\vdash		\Box									+
+	-+	+			+		-	-			—			 		 	_	-	+	+-
+	-+	+				<u> </u>		 			 			 	†	 		$\overline{}$	+	+-
																			1	
																				\perp
\vdash		_					\Box	_	-		-						_	-	+	+
-		-			+										-		+	-	+'	+
+	-	1			—	1											1	-		+-
																				\pm
\vdash																			$\perp =$	+
\vdash	-+	+		-	+	 	\vdash	 	+		\vdash	 \vdash		 	-	 	+	$\overline{}$	+	+-
+						1				_				 	+	 			+	+-
\vdash																			$\perp =$	+
\vdash		-													-				+'	+
+		+													-		1		+	+
																			+	+-
\perp																	ļ			
+	_	-													ļ		1		+	+
-																	 	$\overline{}$	+	+-
-	-																-	-	+	+-
																	†	$\overline{}$	+	+-
\perp																				
\rightarrow	_																+	-	+	+-
-					$\overline{}$														+	+-
\vdash																		-	+	+-
+	_	-													-		+	-	+	+-
																			+-	+
																				\perp
\vdash	$ \top$								\perp									\vdash	$\perp =$	+
+	-+	+			+		-		+		— — I				+		+		+	+-
+		+							—						t		1	-		+-
\vdash	$ \top$								\vdash										$\perp =$	+
+	-+	+					\vdash					\vdash			 		+	$\overline{}$	+	+-
+	-	1				1											1	$\overline{}$		+-
\vdash	$ \top$	_							\perp										+-	+
+	-+	1			+				+						-		1		+	+-
+						1								 	†	 		$\overline{}$	+	+-
\vdash									\perp										$\perp =$	+
\vdash		1					\vdash	-	 						-		1		+	+-
+		+							 					 	†		1	$\overline{}$	+	+-
\vdash																		$\overline{}$		
\vdash																		-	+	+
+		1				1		—			 			 			1	-	+	+-
																		$\overline{}$	-	_
+	-																			
			1						1											
						1	-	-			 	_			+		+		+	+-
											_				1					
									'				1						_	
																				=
																				E
																				\equiv

\rightarrow
\rightarrow
\longrightarrow
\rightarrow
\rightarrow
\rightarrow
\longrightarrow
\longrightarrow
\rightarrow
\longrightarrow
\rightarrow
\rightarrow
\rightarrow
\rightarrow
\rightarrow
\longrightarrow
\longrightarrow
\rightarrow
\rightarrow
-
\longrightarrow
\rightarrow
\rightarrow
-
\longrightarrow
\rightarrow
\rightarrow
\rightarrow
\rightarrow
\longrightarrow
\longrightarrow
\rightarrow
$\overline{}$
\rightarrow
-+
\longrightarrow
\rightarrow
$\overline{}$

																_	_
					-												
												-				_	_
										 				_		_	_
							-	_						+		_	+
												-					
								_						-			_
	+ + + + + + + + + + + + + + + + + + + +															_	_
																_	
	+											-		-		_	_
	\perp							-							\perp		\perp
	+ + +	-	<u> </u>	+	—		_	-									+
				1			_							_			_
	1 1																_
																	_
	+	 	-	+	\vdash		_				 			_		-	+
	+ + +	1	 	1	 			-+			 			_	 		+
																	_
	+			+	\longmapsto						\vdash		-		-	-	+
								_						_			_
	+											-		-		_	
	+											-				_	
																	_

																	-
-																	_
\longrightarrow																_	-
																	-
																	-
\vdash							_					-		_			+
							_										_
																	_
\vdash																	
								\rightarrow									-
+																	-
-							_										+
-																_	+
								-									-
		1		1										1		1	
\vdash																	_
\vdash		-		1	\vdash							-	-	+		+	-
+		+	<u> </u>		\rightarrow		_				 	-		+	-	+	_
+		+	 					\rightarrow	 		 	 		+		+	+
\vdash		+	l	 		-		-				-		+	-	+	_
-		+		1	+ +		+				 	t	 	1		+	1
+				1				\rightarrow						1		+	_
$\overline{}$																	
		<u> </u>				 											
++-		+			1									1	-		_
++-		+	ļ		\vdash							-		+	$\overline{}$	+	-
																	-
\vdash							_					-		_	_		+
							_										_

														+			+
																	_
					-							-			-		_
																	_
								-				-				_	+
																	+
												-					_
												-					_
																	+
																	+
														\perp			\perp
		1		1	\Box												_
	+	+	-	+	\vdash					-	<u> </u>						+
	+ + + -	1		1	1		-+						 	+	 		+
				<u> </u>													
				1	\vdash \vdash			I									_
												-		_		_	+
	+ + + - +	1		1				-									
	+ + + -	1		+	\vdash					-		-	 	+	+	+	+
	+	+		1										-	 		+
																	-
												-					_
												_					_

																	_
\longrightarrow					-									_			_
																	
																	_
														_		_	
												-		_			
																	_
																	_
					\Box							_			\perp		
			<u> </u>	+	\vdash		-				\vdash		-		+	_	-
 	-		 	+	\vdash		-+	-			\vdash		-		+ + +	_	-
 	+			1													_
		-	-	+	\vdash		-						-		+ -	_	-
																	_
 	- 			1													_
																	\perp
 			 	1	 		-				 			_	+ +		_
 				1													
															-		_
														_		_	
$\overline{}$																	

								 				 	 		 	$\overline{}$	
																$\overline{}$	\leftarrow
																	1 1
																	$\overline{}$
																-	-
-																-	-
-															_	-	-
_															 		\leftarrow
												- 1					1 1
																-	$\overline{}$
																-	$\overline{}$
-												_				-	-
-															 	\rightarrow	\leftarrow
														_		. —	
																-	$\overline{}$
																-	$\overline{}$
\vdash		-					 									-	$\overline{}$
\vdash	_						 								 	$\overline{}$	-
\vdash		-															
																	-
																	$\overline{}$
-									—								-
-																\rightarrow	-
																	-
																	1 1
																-	
-												 			 	-	-
-													 	 	 	 -	-
															 	-	-
																	1 1
																-	-
-																-	-
\vdash																$\overline{}$	\leftarrow
\vdash																\longrightarrow	-
																	-
				 I												. —	
												1				-	\neg
																-	-
\vdash																	-
\vdash																$\overline{}$	-
																	$\overline{}$
				l .													
																-	$\overline{}$
				l												-	$\overline{}$
\vdash									_						 	-	-
\vdash				l													\vdash
\vdash																	
\Box															 		┖
												1				-	-
\vdash		 					 									-	-
\vdash		-	_			-	 								 		\vdash
\vdash															 		\leftarrow
1				l													

TC ID	Priority	Title	Test	Test Input	Precondition	Steps	Expected Result	QA Status	QA comments	screenshot	Dev comment	J								
	,		Environment				>Following message should be displayed to user													
							You have a free lifetime subscription to our Soundbox services. Your one-time payment of Ruppees symbol 1999 was deducted when you got the Soundbox.													
PTM_00		Verification of startinf of IVA flow, When User Types/Clicks on "Rental Issues"	Web		.User Types "Rental Issues" (freeform)	User Types/Clicks on "Rental Issues"	>Followup message should be displayed to user													
FIM_00	1 High	"Rental Issues"	web		Lifetime	"Issues"	You will not be charged any more rental fee. For any other issues/queries related to													
							For any other issues/queries related to soundbox rental charges, please click on an option below													
							Wrongly Charged Missold rental fees													
							Restart the chat >Following message should be displayed to user				+									
							to user Alright! I've created a ticket %TicketNo.													
PTM_00	3 High	Verification When User Types/Clicks on	Web		.USER will type "Rental issues" (freeform)	User Types/Clicks on "Rental Issues" User Types/Clicks on "Wrongly Charged/Missold Rental fees"	Our helpdesk agent will reach out to you in % TAT days.													
		"Wrongly Charged /Missold Rental fees"			Lifetime Non Service Ticket	Charged Missold Rental fees*	Followup message													
							Please use this ticket number to get an update on this issue. You can track this request on your Paytm for Bussiness app in the help and support section.													
					USER will type "Rental issues"(freeform)		>Following message should be displayed to user													
PTM_00	4 High	Verification When User Types/Clicks on "Wrongly Charged /Missold Rental fees"	Web		Lifetime	User Types/Clicks on "Rental Issues" User Types/Clicks on "Wrongly Charged/Missold Rental fees"	No problem! I'm going to ask my experts to step in and assist you. Tap below to talk to our experts.													
		ANISSOID PURISH NEES			Premium And Ultra premium Check	Chargeonissod renta iees														
							Chat with an expert>Following message should be displayed to user													
		Verification When User Types/Clicks			USER will type "Rental issues"(freeform)	User Types/Clicks on "Rental Issues"	Done! I have asked one of my agents to get back to you.													
PTM_00	5 High	on Chat with an Expert "	Web		Lifetime	User Types/Clicks on "Rental Issues" User Types/Clicks on "Wrongly Charged Missoid Rental fees" User Types/Clicks on "Chat with an Expert"	>Followup message should be displayed to user Please give me a couple of minutes													
					Premium And Ultra premium Check	an Expert	API INTEGRATION TO Push the chat to an agent													
							->Followup message should be displayed to					1								
PTM_00	6 High	Verification When User Types /Clicks on Chat with an Expert *	Web		USER will type "Rental issues"(freeform) Lifetime	User Types/Clicks on "Rental Issues" User Types/Clicks on "Wrongly Charged/Missoild Rental fees" User Types/Clicks on "Chat with an Expert"	Please give me a couple of minutes													
1111_00	ingii	Chat with an Expert *	Web.			Charged/Missold Rental fees" 3.User Types/Clicks on "Chat with an Expert"	API INTEGRATION TO Push the chat to an agent													
					Premium And Ultra premium Check		>Following message should be displayed to user													
							>Alright! Eve created a ticket %TicketNo. for your request.													
PTM_02	4 High	Verification when user click/Type "Chat with an expert"	Web		If No/Agent not available/outside office hours	User Types/Clicks on "Rental Issues" User Types/Clicks on "Wrongly Charged/Missold Rental fees" User Types/Clicks on "Chat with an Expert"	Our agent will reach out to you in %TAT days.													
_		*Chat with an expert*			available outside office hours	3.User Types/Clicks on "Chat with an Expert"	>Followup message Should be displayed to user													
							Please use this ticket number to get an update on this issue. You can track this request on your Paytm for Bussiness app in the help and support section.													
						User Types/Clicks on "Rental Issues"	the help and support section. >Following message should be displayed to user													
PTM_02	5 High	Verification when user click/Type "Chat with an expert"	Web		If Agent available/ office hours	User Types/Clicks on "Wrongly Charged/Missold Rental fees" User Types/Clicks on Chat with	to user Agent will resolve the issues													
		Verification When User Types/Click				an Expert " 1. User Types/Clicks on "Rental Issues"														
PTM_02	6 High	on "Chat With an Expert "	Web		Api Timeout/Failure	User Types/Clicks on "Rental Issues" User Types/Clicks on "Wrongly Charged Missool Rental feet" User Types/Clicks on The Missool Rental feet who are Expert" User Types/Clicks on The Rental Issues" User Types/Clicks on "Wrongly Chargegee Con "Wrongly Chargegee Clicks on "Wrongly Chargegee Clicks Click Rental R	roper error message should be displayed to use													
						an expert	>Following message should be displayed to user													
							A monthly rental amount of %planprice is charged to your account for using our Soundbox service.													
							Your next due date for rental is %													
						l	Tap below to view your previous rental charges.													
PTM_00	7 High	Verification When User Types/Clicks on "Rental Issues"	Web		.User Types "Rental Issues" (freeform) .Easy Monthly Subscriber	User Types/Clicks on "Rental Issues"	My previous rental charges													
							>Followup message should be displayed to user													
							For any other queries about monthly rental charges tap below Wrong/extra charges													
							Multiple deductions													
\vdash		Verification When User Types/Clicks			User Tunes "Dental Iro"	User Type/Clicks on "Rental	Restart the chat				+									
PTM_00	B High	"My Previous Rental Charges "	Web		.User Types "Rental Issues" (freeform) .Easy Monthly Subscriber	User Type/Clicks on "Rental Issues" User Types/Clicks on "My Previous Rental Charges"	Redirect to My previous rental charges page													
							>Following message should be displayed to user													
		Verification When User Types/Clicks			.USER will type "Rental issues" (freeform)	User Type/Clicks on "Rental	Alright! I've created a ticket %TicketNo.													
PTM_01	0 High	"Wronglextra charges /Multiple deductions"	Web		(freerorm) Easy Monthly subscriber	User Type/Clicks on "Rental Issues" User type/Clicks on "Wronglextra charges/ Multiple deductions"	Our helpdesk agent will reach out to you in % TAT days. Followup message													
					Non Service Ticket	Multiplie deductions*	Please use this tissue. You can track this request on your Paytm for Bussiness app in the help and support section.													
							request on your Paytm for Bussiness app in the help and support section. >Following message should be displayed to				-									
		Verification When User Types/Clicks			.USER will type "Rental issues" (freeform)	User Type/Clicks on "Rental Issues"	No problem! I'm going to ask my experts to													
PTM_01	1 High	on "Wronglextra charges /Multiple deductions"	Web		.Easy Monthly subscriber	User Type/Clicks on "Rental Issues" User type/Clicks on "Wronglextra charges/ Multiple deductions"	No problem! I'm going to ask my experts to step in and assist you. Tap below to talk to our experts.													
					Premium and Ultra Premium Check		Chat with an Expert													
		Verification When User Types/Clicks			.USER will type "Rental issues" (freeform)	1. User TyperClicks on "Rental Issues" 2. User typerClicks on "Wrongledra charges! Multiple deductions" 3. User Types/Clicks on "Chat with an Expert"	>Following message should be displayed to user													
PTM_01	2 High	on "Chat with an Expert"	Web		.Easy Monthly subscriber	charges/ Multiple deductions* 3.User Types/Clicks on "Chat with	Done! I have asked one of my agents to get back to you.													
					Premium and Ultra Premium Check	an Expert *														

PTM_	013	High	Verification When User Types/Clicks on "Chat with an Expert"	Web	.USER will type "Rental issues" (freeform) .Easy Monthly subscriber Premium and Ultra Premium Check	1. User TyperClicks on "Rental Issues" 2. User typerClicks on "Wronglextra charges/ Multiple deductions" 3. User Types Clicks on "Chat with an Expert"	>Followup message should be displayed to user Please give me a couple of minutes API INTEGRATION TO Push the chat to an agent							
PTM,	024	High	Verification when user click/Type "Chat with an expert"	Web	If No.iAgent not available loutside office hours	User Type/Clicks on "Rental Issues" User type/Clicks on "Wronglextra charges/	>-Following message should be displayed to seek the seek of the							
PTM_	,025	High	Verification when user click/Type "Chat with an expert"	Web	If Agent available/ office hours	Multiple deductions" 3.User Types/Clicks on "Chat with an Expert"	>Following message should be displayed to user Agent will resolve the issues							
PTM_	,026	High	Verification When User Types/Click on "Chat With an Expert"	Web	Api Timeout/Failure	User Type/Clicks on "Rental Issues" User type/Clicks on "Wrong/extra charges/ Multiple deductions" User Types/Clicks on "Chat with an Expert"	Appropriate message should be displayed to user Redirect to Api Timeout/Failure Scenerio							

TC ID	Priority	Title	Test	Test Input	Precondition	Steps	Expected Result	QA Status	QA comments	screenshot	Dev comments								
.0,0			Environment			ups	->Following message should be displayed to user	2		22.231101									
							Thanks for the confirmation. I would like to help you resolve your issue at the earliest.												
							If you see a blinking blue light, keep it in an area with better network and check the light again.												
		Vanification of DAS floor Miles		There is no sound Sound is not audible Tim not able to hear			>Followup Image should be displayed to user												
PTM_001	High	Verification of IVA flow When User Types/Clicks on "No Sound"	Web	I'm not able to hear the sound		User Types /Clicks on "No Sound" For All devices "	>Followup message should be displayed to user												
		NO SOUTO		etc.			Do you now see a stable blue light or a blinking blue light on your Soundbox?												
							Stable blue light												
							Blinking blue light												
							Any other light												
							>Following message should be displayed to user												
							Please increase the volume of your Soundbox.												
							Follow the instructions below to know how to increase the volume of Soundbox												
		Verification When User				User Types /Clicks on "No Sound"— For All devices " User Types/Clicks on "Stable blue	>Following Video/Image should be displayed to user												
PTM_003	High	Verification When User Types/Clicks on "Stable blue light"	Web			2.User Types/Clicks on "Stable blue light"	>Followup message should be displayed to user												
							You may also try a test transaction to check if your Soundbox is working fine.												
							Soundbox is working line. Did this work?												
							Yes No												
-						A Hear Trans Citate on the Count	No No ->Following message should be displayed to user						1						
PTM_005	High	Verification When User Types/Clicks on "Yes."	Web			User Types /Clicks on "No Sound" For All devices " User Types/Clicks on "Stable blue													
1		"Yes"				light " 3.User Types /Clicks on "Yes "	Great, now that your Soundbox is working. Please continue using it for payment notifications.												
						User Types /Clicks on "No Sound"	>Following message should be displayed to user												
PTM_006		Verification When User Types	Web			User Types /Clicks on "No Sound" For All devices " User Types/Clicks on "Stable blue	Don't worry. We will check your Soundbox for free.												
P1M_006	High	/Clicks on "No"	Web			light " 3.User Types/Clicks on "No"	Tap below to proceed												
						3.0ser types/citos off No	Proceed												
							>Following message should be displayed to user												
		Verification When Tiser				User Types /Clicks on "No Sound" For All devices " User Types/Clicks on "Stable blue light" 3.User Types/Clicks on "No"	%Name, I'm sorry for this. Our service agent will come and check your Soundbox at %Last_Address.												
PTM_007	High	Verification When User Types/Clicks on "Proceed"	Web			2.User Types/Clicks on "Stable blue light."	If this is your current address, please confirm or change your address												
						User Types/Clicks on "Proceed"	Confirm address												
_						User Types /Clicks on "No Sound"	Change address												
						For All devices *													
PTM_007	High	Verification When User Types/Clicks on "Confirm Address"	Web			light " 3 User Types/Clicks on "No"	Redirect to Confirm Address flow												
		"Confirm Address"				2.User Types/Clicks on "Stable blue light" 3.User Types/Clicks on "No" 4. User Types/Clicks on "Proceed" 5.User Types/Clicks on "Confirm Address"													
-						Address* 1. User Types /Clicks on "No Sound"— For All devices "													
		Verification When User				2.User Types/Clicks on "Stable blue													
PTM_007	High	Types/Clicks on "Change Address"	Web			light "	Redirect to Change Address flow												
						User Types/Clicks on "Proceed" User Types/clicks on "Change Address"													
						Address*	>Following message should be displayed to user												
							Does your Soundbox give no notifications or sound at all?												
		Modforton When Days				User type/Clicks on "No Sound"For													
PTM_008	High	Verification When User Types/Clicks on "Blinking blue light/Any other	Web			All devices " 2.User Types/Clicks on "Blinking blue light/Any other light "	Or does it give some notifications (like start-up messages/some announcements)?												
		light "				light/Any other light "	To proceed, please pick an option below.												
							No notifications												
							Some notifications												
]					User type/Clicks on "No Sound"For	>Following message should be displayed to user												
PTM_009	High	Verification When User Types/Clicks on	Web			All devices " 2.User Types/Clicks on "Blinking blue	Don't worry. We will check your Soundbox for free. Tap below to proceed												
		Types/Clicks on "Some Notifications"				User type/Clicks on "No Sound"For All devices " User Types/Clicks on "Blinking blue light/Any other light " User Types/Clicks on "Some Notifications"	Tap below to proceed Proceed												
-						reconcisions	>Following message should be displayed to user												
						User type/Click on "No Sound"For All devices "													
	l l	Validation When User Types/Clicks on "Proceed"	l			2.User Types/Click on "Blinking blue light/Any other light."	%Name, I'm sorry for this. Our service agent will come and check your Soundbox at %Last_Address.												
PTM_010	High	(ypes/Clicks on "Proceed"	Web			User type/Dick on "No Sound"—For All devices. User Types/Dick on "Blinking blue light/Any other light." User Types/Dick on "Some Notifications" When User Types/Dick on "Proceed."	If this is your current address, please confirm or change your address												
						When User Types/Click on "Proceed"	Confirm address Change address												
\vdash	\vdash					User type/Click on "No Sound"For	Change address					-	1						
						All devices * 2 User Types/Click on *Blinking blue													
DIM CO.	High	Verification When User Types/Click on	Web			light/Any other light " 3.User Types/Click on "Some	Redirect to Confirm Address flow												
PTM_007	ngn	"Confirm Address"	web			Notifications* 4. When User Types/Click on	Redirect to Confirm Address flow												
						"Proceed " 5.User Types/Clickon "Confirm													
-	\vdash					Notifications* 4. When User Types/Click on "Proceed" 5. User Types/Clickon "Confirm Address" 1. User type/Click on "No Sound"—For	 						1						
						User type/Click on "No Sound"For All devices" User Types/Click on "Blinking blue light/Any other light," User Types/Click on "Some Notifications" When User Types/Click on "Strooper" "Strooper" "Strooper"													
PTM_007	High	Verification When User Types/Click on	Web			light/Any other light * 3.User Types/Click on *Some	Redirect to Change Address flow												
		Types/Click on "Change Address"				Notifications" 4. When User Types/Click on "Proceed"													
						"Proceed " 5.User Types/Click on "Change Address"													
_						Augus	-												

						>Following message should be displayed to user								
						This could be a SIM/network issue. Please take out and reinsert your SIM.								
					User type/Click on "No Sound"F-	To know how to reinsert your SIM, follow the instructions below to see how to restart your device								
		Verification When User Click/Types			All devices * 2.User Types/Click on *Blinking blu	>Followup image/video should be displayed to								
PTM_	011 Hig	"No Notifications"	Web		light/Any other light * 3.User Types/Click on "No Notflications"	>Followup message should be displayed to user								
					Noticatoris	Then, please wait for 15 seconds and check if you can see a stable blue light.								
						You may also try a test transaction to check if your Soundbox is working fine. Were you able to hear any sounds now?								
						YES NO								
					User type/Click on "No Sound"Fr	>Following message should be displayed to user								
		Verification When User Types			All devices " 2.User Types/Click on "Blinking blu	Don't worry. We will check your Soundbox for free.								
PTM_	013 Hig	/Clicks on "No"	Web		light/Any other light * 3.User Types/Click on *No	Tap below to proceed								
					Notifications" 4.User Types /Clicks on "No"	Proceed								
	-				User type/Click on "No Sound"F-	>Following message should be displayed to user								
					All devices "	%Name. I'm sorry for this. Our service agent will come								
PTM	210 Hig	Validation When User Types/Clicks on	Web		2.User Types/Click on "Blinking blu light/Any other light"	1 -								
1		"Proceed "	******		3.User Types/Click on "No Notifications"	If this is your current address, please confirm or change your address								
					4.User Types /Clicks on "No" 5.User Types/Clicks on "Proceed	Confirm address								
_	_					Change address								
					User type/Click on "No Sound"Fi All devices "									
		Verification When User			2.User Types/Click on "Blinking blu light/Any other light"	'								
PTM_	007 Hig	Types/Clicks on "Confirm Address"	Web		3.User Types/Click on "No Notifications"	Redirect to Confirm Address flow								
		Comminadoress			4.User Types /Clicks on "No" 5.User Types/Clicks on "Proceed									
					6. User Types/Clicks on "Confirm Address"									
					User type/Click on "No Sound"Fi	,								
					All devices " 2.User Types/Click on "Blinking blu	. [
PTM	007 Higi	Verification When User Types/Clicks on	Web		light/Any other light * 3.User Types/Click on *No	Redirect to Change Address flow								
I FIM	JU I	"Change Address"	web		Notifications" 4.User Types /Clicks on "No"	Redirect to Change Address flow								
					5.User Types/Clicks on "Proceed" 6.User Types/Clicks on "Change Address"									
\vdash	_				User type/Click on "No Sound"Fr				 					
		Verification When User			All devices " 2.User Types/Click on "Blinking blu	->Following message should be displayed to user								
PTM_	114 Hig	Types/Clicks on	Web		light/Any other light " 3.User Types/Click on "No	Great, now that your Soundbox is working. Please								
		"Yes"			Notifications" 4.User Types /Clicks on "Yes"	continue using it for payment notifications.								
					4.0ser types icities on res									

TC_ID	Priority	Title	Test Environment	Test Input	Precondition	Steps	Expected Result	QA Status	QA comments	screenshot	Dev comments					
							>Following message should be displayed to user									
				1.I have other			Thanks for the confirmation. I would like to help you resolve your issue at the earliest.									
				queries apart from the list 2.1 have some other problems which is not mentioned in the												
		Verification of IVA flow When User Types/Clicks or "Option Not Listed"		2.I have some other problems which is		User Type/clicks "Option Not.	Choose from the options or enter the issue you are facing below									
PTM_001	High	"Option Not Listed"	n Web		User types "Option Not Listed"(Freeform)	User Type/clicks "Option Not Listed"	Soundbax order issue									
				My question is not listed			Return Soundbox Buy a Soundbox									
							Other issues									
							Contraction in the contraction i									
							>Following message should be displayed to user									
							Great choice!									
		Verification When User				User Type/clicks "Option Not Listed" Suser Types /Clicks on "Buy a Soundbox"	The all new 4G Soundbox comes with benefits of									
PTM_002	High	Verification When User Types /Clicks on "Buy a Soundbox"	Web			2.User Types /Clicks on "Buy a Soundbox"	The all new 4G Soundbox comes with benefits of battery life of upto 7 days, high speed network connectivity, and a language change option in 11 languages so you can choose your preferred one!									
							You can tap below to more and buy the Soundbox									
							Buy Soundbox									
		Varification When Lines				User Type/clicks "Option Not Listed" User Types /Clicks on "Buy a Soundbox" User Types/Clicks "Buy a Soundbox"	>Following message should be displayed to user									
PTM_003	High	Verification When User Types/Clicks "Buy a Soundbox"	Web			2.User Types /Clicks on "Buy a Soundbox"	user Redirect to Buy Soundbox Page									
		.,				Soundbox*	Fellowing research should be dealered to									
		Verification When User				User Type/clicks "Option Not Listed"	->Following message should be displayed to user									
PTM_004	High	Types/Clicks on "Soundbo Order Issues"	x Web			User Type/clicks "Option Not Listed" 2.User Types/Clicks on ." Soundbox Order Issues"	Please tap below to go to our orders page so we can help you further		1							
							My Soundbox Order:									
		Verification When User				User Type/clicks "Option Not Listed" User Types/Clicks on" Soundbox Order Issues" User Types/clicks on "My Soundbox Order:	>Following message should be displayed to user									
PTM_005	High	Verification When User Types/Clicks on "My Soundbox Order: "	Web			2 .user rypes/Clicks on* Soundbox Order Issues* 3.User Types/clicks on *Mv	Redirect to "My Soundbox Order " page		1							
-	1	+	1	-					1		-					
		Verification When User				User Type/clicks "Option Not Listed" User type/Clicks on "Other Issues"	>Following message should be displayed to user									
PTM_006	High	Verification When User Types/Clicks on "Other issues"	Web			2.User type/Clicks on "Other Issues"	I'm here to help you. Please type the issue you are facing below									
							Collect user issue									
							>Following message should be displayed to user									
							Alright! I've created a ticket %TicketNo. for your service request.									
						4 II T 10-1-1 10-1	service request.									
PTM_007	High	Verification When User Type "Issue"	Web			Listed" 2.User type"ssue"	Our service helpdesk agent will reach out to you in %TAT days.									
-		Type Issue				2. User type ssue	>Followup message should be displayed to user									
							Please use this ticket number to get an update on this issue. You can track this % TicketType request on your Paytm for Rusiness									
							TicketType request on your Paytm for Business app in the help and support section. ->Following message should be displayed to user.									
						User Type/clicks "Option Not Listed"										
PTM_008	High	Verification When User Type "Issue"	Web		Premium and Ultra Premium check	Listed" 2.User type"ssue"	No problem! I'm going to ask my experts to step in and assist you. Tap below to talk to our experts.									
							Chat with an expert									
							Chat with an expert >Following message should be displayed to user									
						User Type/clicks *Option Not	Done! I have asked one of my agents to get back to you.									
PTM_009	High	Verification when user click/Type "Chat with an expert"	Web		Premium and Ultra Premium Check	Listed" 2.User type"ssue" 3.user click/Type "Chat with an expert"	>Followup message should be displayed to user									
						expert"	Please give me a couple of minutes									
							->Followup message should be displayed to user									
		-	1				API INTEGRATION TO Push the chat to an agent									
		1					>Following message should be displayed to user									
		1				User Type/clicks "Option Not.	>Airight! I've created a ticket %TicketNo. for your request.									
PTM 024	High	Verification when user click/Type "Chat with an expert"	Web		If No/Agent not available/outside office hours	Listed" 2.User type"ssue"	Our agent will reach out to you in %TAT days.		1							
	*	expert*			hours	Listed" 2.User type"ssue" 3.user click/Type "Chat with an expert"	>Followup message Should be displayed to user									
		1					Please use this ticket number to get an update on		1							
							Please use this ticket number to get an update on this issue. You can track this request on your Paytin for Bussiness app in the help and support section.									
		Verification when user			If Angel available office	User Type/clicks "Option Not Listed" 2.User type"ssue" 3.user click/Type "Chat with an	>Following message should be displayed to user									
PTM_010	High	Verification when user click/Type "Chat with an expert"	Web		If Agent available/ office hours	2.User type"ssue" 3.user click/Type "Chat with an	Agent will resolve the issues									
-	_	 	+			expert" 1. User Type/clicks "Option Not Listed"			+							
PTM_011	High	Verification When User Types/Click on "Chat With an Expert"	Web		Api Timeout/Failure	Listed" 2.User type"ssue"	Appropriate message should be displayed to user		1							
L	L	"Chat With an Expert "				2.User type"ssue" 3.user click/Type "Chat with an expert"	Redirect to Api Timeout/Failure Scenerio									
							>Following message should be displayed to user									
		Maddanta				User Type/clicks "Option Not			1							
PTM_012	High	Verification When User Types/Clicks on "Return Soundbox"	Web			User Type/clicks "Option Not Listed" User types/Clicks on "Return Soundbox"	return your Soundbox? Soundbox not working									
							Issue with Rental		1							
L							Other issue									
							>Following message should be displayed to user									
		Marifestica Milana **				User Type/clicks "Option Not Listed" User types/Clicks on "Return Soundbox" User Types/Clicks on "Soundbox Not Working"	Would you like some help with troubleshooting the issue?									
PTM_013	High	Verification When User Types/Clicks on "Soundbox Not Working"	Web			2.User types/Clicks on "Return Soundbox"	You can also raise a ticket by tapping below									
						User Types/Clicks on "Soundbox Not Working."	Troubleshoot									
							Raise a ticket									
			_						-							

PTM_01	4 High	Verification When User Types/Clicks on "Troubleshoot"	Web		User Type/clicks "Option Not Listed" User types/Clicks on "Return Soundbox" Subset Types/Clicks on "Soundbox Not Working" User types/Clicks on "Troubleshoot"	Redirect to node Soundbox not working							
-	-					->Eollowing massage should be displayed to							
PTM_01	5 High	Verification When User Types/Clicks on "Raise a Ticket"	Web		User Typesicious "Option Not Listed" User TypesiClicks on "Return Soundbox" User TypesiClicks on "Soundbox Not Working" User TypesiClicks on "Raise a Ticket"	>Following message should be displayed to user Let me raise a ticket for you and our agent will call you back. Tap below to proceed							
					Ticket"	Proceed							
					User Type/clicks "Option Not Listed" User Type/clicks "Option Not Listed"	->Following message should be displayed to user Airight! I've created a ticket %TicketNo. for your request.							
PTM_01	5 High	Verification When User Types/Clicks on "Proceed"	Web		User Type/clicks "Option Not Listed" User types/Clicks on "Return Soundbox" User Types/Clicks on "Soundbox Not Working" User Types/Clicks on "Raise a Ticket"	Our agent will reach out to you in %TAT days. >Followup message should be displayed to user							
					5.0ser Types Citols on Proceed	Please use this ticket number to get an update on this issue. You can track this request on Paytm for Business app in the Help and Support section.							
		Verification When User		Premium and Ultra Premium	User Type/clicks "Option Not Listed" User types/Clicks on "Return Soundbox" Suber Types/Clicks on "Soundbox Not Working" User Types/Clicks on "Raise a Ticket" User Types/Clicks on "Raise a Ticket"	>Following message should be displayed to user							
PTM_01	7 High	Verification When User Types/Clicks on "Proceed"	Web	Check	"Soundbox Not Working" 4. User Types/Clicks on "Raise a Ticket" 5. User Types/Clicks on "Proceed"	No problem! I'm going to ask my experts to step in and assist you. Tap below to talk to our experts. Chat with an expert							
-						>Following message should be displayed to user							
					User Type/clicks "Option Not Listed" The transfer of the second	user							
					Soundbox* 3. User Types/Clicks on	>Alright! I've created a ticket %TicketNo. for your request.							
PTM_01	B High	Verification when user click/Type "Chat with an expert"	Web	If No/Agent not available/outside office hours	"Soundbox Not Working" 4. User Types/Clicks on "Raise a	Our agent will reach out to you in %TAT days.							
					5. User Types/Clicks on "Proceed"	>Followup message Should be displayed to user							
					Listed* 2. User types/Clicks on "Return Soundbox" 3. User Types/Clicks on "Soundbox Not Working" 4. User Types/Clicks on "Raise a Ticker" 5. User Types/Clicks on "Proceed" 6. User Types/Clicks on "Proceed" 6. User Types/Clicks on "Proceed"	Please use this ticket number to get an update on this issue. You can track this request on your Paytim for Bussiness app in the help and support section.							
					User Type/clicks "Option Not Listed"								
					2.User types/Clicks on "Return Soundbox"								
PTM_01	9 High	Verification when user click/Type "Chat with an expert"	Web	Api Timeout/Failure	"Soundbox Not Working" 4. User Types/Clicks on "Raise a	Appropriate message should be displayed to user Redirect to Api Timeout/Failure Scenerio							
		Expert.			Ticket" 5. User Types/Clicks on "Proceed"	Neurott id April Interder andre decircie							
					2.User types/Clicks on "Return Soundhox" 3. User Types/Clicks on "Soundhox Not Working" 4. User Types/Clicks on "Raise a Tilcker" 5. User Types/Clicks on "Proceed" 6.User Types/Clicks on "Chat With an Expert "								
					User Type/clicks "Option Not.	->Following message should be displayed to user							
					User Type/clicks "Option Not Listed" User types/Clicks on "Return Soundbox" User Types/Clicks on "Soundbox Not Working" User Types/Clicks on "Raise a Ticker"	Done! I have asked one of my agents to get back to you.							
PTM_02) High	Verification when user click/Type "Chat with an expert"	Web	Premium and Ultra Premium Check	User Types/Clicks on "Soundbox Not Working "	>Followup message should be displayed to user							
1 1111_02	- Ingii	expert"	nes	Check	User Types/Clicks on "Raise a Ticket" User Types/Clicks on	Please give me a couple of minutes							
					User Types/Clicks on "Proceed" User Types/Clicks on "Chat With	->Followup message should be displayed to user							
					an Expert "	API INTEGRATION TO Push the chat to an agent							
					User Type/clicks "Option Not.	->Following message should be displayed to user							
PTM_02	1 High	Verification When User Types/Clicks on "Issue with Rental/Other Issue"	Web		User Type/clicks "Option Not Listed" User types/Clicks on "Return Soundbox" User Types/Clicks on "Issue with Rental/Other Issue"	Let me raise a ticket for you and our agent will call you back.							
		Issue"			User Types/Clicks on "Issue with Rental/Other Issue"	Tap below to proceed							
						Proceed >Following message should be displayed to user							
		Verification When Liser			User Type/clicks "Option Not Listed" User types/Click on "Return	Alright! I've created a ticket %TicketNo. for your request.							
PTM_02	2 High	Verification When User Types/Clicks on "Proceed"	Web		User Type/clicks "Option Not Listed" User types/Click on "Return Soundbax" User Types/Click on "Issue with Rental/Other Issue" User Types/Click on "Proceed" User Types/Click on "Proceed"	Our agent will reach out to you in %TAT days.							
					User Types/Click on "Proceed"	>Followup message should be displayed to user							
						Please use this ticket number to get an update on this issue. You can track this request on Paytm for Business app in the Help and Support section.							
					User Type/clicks "Option Not Listed"	>Following message should be displayed to							
PTM_02	3 High	Verification When User Types/Clicks on "Proceed"	Web	Premium and Ultra Premium Check	User types/Click on "Return Soundbox" User Types/Click on "Issue with Rental/Other Issue"	No problem! I'm going to ask my experts to step in and assist you. Tap below to talk to our experts.							
\vdash	-				Rental/Other Issue* 4. User Types/Click on "Proceed"	Chat with an expert ->Following message should be displayed to user							
					User Type/clicks "Option Not Listed"	user>Alright! I've created a ticket %TicketNo. for your							
		Verification when over		If No/Accent not	Listed* 2.User types/Click on "Return Soundbox" 3. User Types/Click on "Soundbox	request.							
PTM_02	4 High	Verification when user click/Type "Chat with an expert"	Web	If No/Agent not available/outside office hours	User Types/Click on "Soundbox Not Working "	Our agent will reach out to you in %TAT days.							
					Not Working * 4. User Types/Click on "Raise a Ticket" 5. User Types/Click on "Proceed"	>Followup message Should be displayed to user							
					S. Oser Typesrolick on "Proceed"	Please use this ticket number to get an update on this issue. You can track this request on your Paytin for Bussiness app in the help and support section.							
					User Type/clicks "Option Not Listed" User types/Click on "Return								
_		Verification when user		If Agent available/ office hours	 user types/Click on "Return Soundbox" User Types/Click on "Soundbox 	>Following message should be displayed to user							
PTM_02	5 High	Verification when user click/Type "Chat with an expert"	Web	hours	Soundbox* 3. User TypeslClick on "Soundbox Not Working" 4. User TypeslClicks on "Raise a Ticket"	Agent will resolve the issues							
					Ticket" 5. User Types/Clicks on "Proceed"								
					Ticker* 5. User Types/Clicks on "Proceed" 1. User Types/Clicks Option Not Listed* 2. User types/Click on "Return Soundbox* 3. User Types/Click on "Soundbox Not Working" 4. User Types/Click on "Raise a Ticker* 5. User Types/Click on "Raise a Ticker* 6. User Types/Click on Ticker* 6. User Types/Click on								
					2.User types/Click on "Return Soundbox" 3. User Types/Click on "Countbox"								
PTM_02	5 High	Verification When User Types/Click on "Chat With an Expert"	Web	Api Timeout/Failure	Not Working * 4. User Types/Clicks on *Raise a	Appropriate message should be displayed to user Redirect to Api Timeout/Fallure Scenerio							
		and the Laper			"Proceed"								
					6.User Types/Click on "Chat With an Expert"								

					->Following message should be displayed to			1						
				1. User Type/clicks "Option Not	user									
				2.User types/Click on "Return Soundbox"	Done! I have asked one of my agents to get back to you.									
PTM_0	7 High	Verification When User Types/Click on Web "Chat With an Expert"	Premium and Ultra Premium check	User Types/Click on "Soundbox Not Working " User Types/Clicks on "Raise a	>Followup message should be displayed to user									
		Crist World Expert		Ticket* 5. User Types/Clicks on	Please give me a couple of minutes									
				"Proceed" 6.User Types/Click on "Chat With an Expert"	->Followup message should be displayed to user									
				an Expert	API INTEGRATION TO Push the chat to an agent									

Т	_ID Priority	Title	Test	Test Input	Precondition	Steps	Expected Result	QA Status	QA comments	screenshot	Dev comments											
F			Environment				>Following message should be displayed to user							-		-			-			
							Thanks for the confirmation. I would like to help you resolve your issue at the earliest.															
				1.help me with soundbox not	Lines will have "Soundhov not		Please keep your Soundbox connected to the charger and restart your device. Wait for a few seconds, and tell me what light do you see ?															
PTI	_001 High	Verification of IVA flow when user types/clicks "Soundbox not working"	Web	working 2.what is soundbox not working	User will type "Soundbox not working" (freeform)	User type/Clicks on "Soundbox not working"	Tap and view the image below to help you find the light on your Soundbox															
		Soundbox not working		working			>Followup image with button should be displayed to user															
							Stable blue light															
							Other light															
							Soundbax not working>Following message should be displayed to user															
		1			User will type "Soundhox not	1 User type/Clicks on "Soundhox																
PTI	_002 High	Verification when user types /Clicks on "Stable blue light"	Web		User will type "Soundbox not working" (freeform)	User type/Clicks on "Soundbox not working" User type/Clicks on "Stable blue light"	Please try charging your Soundbox for atleast 15 minutes and keep it running on battery. Note that it takes 4 hours for full charging. We will check with you after 15 minutes if your Soundbox is charging.															
		Coache cross agric				blue light*	Soundbox is charging.															
\vdash							>Following message should be displayed to user															
		Verification when the user			.User will type "Soundbox not working" (freeform)	User type/Clicks on "Soundbox not working"	Can you tell me if your issue was resolved?															
PTI	_003 High	types/Click on "Stable blue light"	Web		working"(freeform) 15 minute delayed notification	User type/Clicks on "Soundbox not working" User type/Clicks on "Stable blue light"	Battery still not charging Battery charging															
					15 minute delayed monitorion	•																
						User type/Click on "Soundbox	>Followup message should be displayed to user															\neg
		Verification when the user			.User will type "Soundbox not working" (freeform)		%Name, I'm sorry for this. Our service agent will come and check your Soundbox at %Last_Address.															
PTI	_004 High	Verification when the user types/Click on "Battery still not charging"	Web		working*(freeform) 15 minute delayed notification	Iight" 3.User type/Click on "Battery still not charning"	If this is your current address, please confirm or change your address															
						Janguy	Confirm address Change address															
\vdash							>Following message should be displayed to user													-		-
						User type/Click on *Soundbox	We're happy to inform you that your Soundbox is charging now															
	_005 High	Verification when the user types/Click on "Battery charging"	Web		.User will type "Soundbox not working" (freeform)	not working" 2 User tyne/Click on Stable blue	>Followup message should be displayed to user															
- ["	_ous High	"Battery charging"	web		15 minute delayed notification	light" 3.user types/Click on "Battery	You can upgrade your Soundbox for better battery life if you need to use your Soundbox for more hours. Tap to choose															
					*Battery charging2G Device	g. Charging																
\perp							Upgrade Soundbox No, thank you >Following message should be displayed to user															
						User type/Click on "Soundbox	Upgrade to our all new 4G Soundbox which comes with															
		Verification when the user			.User will type "Soundbox not working" (freeform)	User type/Click on "Soundbox not working" User type/Click on "Stable blue light" Suser types/Click on "Battery	additional benefits of battery life of upto 7 days, high speed network connectivity, and a language change option in 11 languages so you can choose your preferred one!															
PTI	_006 High	types/Clicks on "Upgrade Soundbox"	Web		15 minute delayed notification	3 user types/Click on "Battery charging"	Please Tap below to upgrade your soundbox															
					"Battery charging-2G"	charging" 4.user types/Clicks on "Upgrade Soundbox"	Upgrade soundbox															
\vdash						User type/Click on "Soundbox																
		Verification when the user			.User will type "Soundbox not working" (freeform)	not working" 2.User type/Click on "Stable blue	>Following message should be displayed to user															
PTI	_007 High	Verification when the user types /Clicks on "No, thank you"	Web		15 minute delayed notification	3.user types/Click on "Battery charging"	Alright! If you need any other assistance, I'm here to help you. Have a great day.															
L					"Battery charging2G"	light" 3.user types/Click on "Battery charging" 4.user types /Clicks on No, thank you"	Have a great day.															
						User type/Click on "Soundbox	>Following message should be displayed to user We're happy to inform you that your Soundbox is cahrging now															
PTI	_008 High	Verification when the user types/Clicks on "Battery charging"	Web		.User will type "Soundbox not working" (freeform)	2.User type/Click on Stable blue light"																
		"Battery charging "			*Battery charging4G Device*	3.user types/Click on "Battery charging"	>Followup message should be displayed to user															
\vdash							If you need any other assistance, I'm here to help you. Have a great day. ->Following message should be displayed to user															
		Verification when the user types/Clicks on			.User will type "Soundbox not working" (freeform)	1.User type/Clicks on "Soundbox	Please try charging your Soundbox with a different charger for															
PTI	_009 High	types/Clicks on "Soundbox not working"	Web		working*(freeform)	not working*	Please try charging your Soundbox with a different charger for atleast 15 minutes. We will check with you after 15 minutes if the Soundbox is charging.															
\perp							>Following message should be displayed to user															
							What happened after you used a different charger on your Soundbox?															
PTI	_010 High	Verification when the user types/Clicks on "Soundbox not working"	Web		.User will type "Soundbox not working" (freeform)	1.User type/Clicks on "Soundbox not working"	Soundbox? Soundbox is working															
- ["	"	"Soundbox not working"			15 minute delayed notification	1	Still not starting															
L						1	I dont have charger															
		Verification when the user types/Clicks on			.User will type "Soundbox not working" (freeform)	1.User type/Clicks on "Soundbox not working"	>Following message should be displayed to user							T								
PTI	_011 High	types/Clicks on "Soundbox is working"	Web		More than 1 month (WIP) Yet to	not working" 2.user types/Clicks on "Soundbax is working"	Awesome, now that your Soundbox is working with different charger, please continue using it.															
\vdash	-	+			roll out/ Old device	+	>Following message should be displayed to user							-	 -	\rightarrow	-		-	-+	-	-
		Medication when the			User will type "Goundho"	1.User type/Clicks on "Soundbox	I can see that your charger is faulty. INR 100 has been added to your Paytm wallet for you to replace your faulty charger. Have a nice day.															
PTI	_012 High	Verification when the user types/Clicks on "Soundbox is working"	Web		.User will type "Soundbox not working" (freeform)	not working" 2.user types/Clicks on "Soundbox is working"																
					Less than 1 month	ocumuux is working.	I need a more help Exit chat															
\vdash		1				1.User type/Clicks on "Soundbox	>Following message should be displayed to user														- +	$\overline{}$
PTI	_013 High	Verification when the user types/Clicks on "I need a more help"	Web		.User will type "Soundbox not working" (freeform)	not working" 2.user types/Clicks on "Soundhov in work""	Redirect to node															
		"I need a more help"			Less than 1 month	1. User type/Clicks on "Soundbox not working" 2. user types/Clicks on "Soundbox is working" 3. user types/Clicks on "I need a more help"	Raise ticket/chat: Non-Service															
\vdash						1	>Following message should be displayed to user							-		-				-		$\overline{}$
		Verification when the user			Harried have an	1.User type/Clicks on *Soundbox	Oh not Don't worry %Name, a service agent will come and check your Soundbox at %Last_Address.															
PTI	_014 High	types "Still not starting/I dont have charger"	Web		.User will type "Soundbox not working" (freeform)	not working" 2.User type/Clicks on "Still not starting! don't have charger"	If this is your current address, please confirm or change your address															
		nave charger"			Address = 1	startings don't have charger"																
\vdash		+	-			+	Confirm address Change address>Following message should be displayed to user								 	-+						
							Sorry, we couldn't locate an address for you.															
		Verification when the user			.User will type "Soundbox not working" (freeform)	1.User type/Clicks on "Soundbox	Please type your 6-digit Area Pincode of your address : point_down:															
PTI	_015 High	types "Still not starting/I don't have charger"	Web		working*(freeform) Address = 0	1. User type/Clicks on "Soundbox not working" 2. User type/Clicks on "Still not starting!" don't have charger" 1. User type/Clicks on "Still not starting!" don't have charger."	Please type the pincode your location															
		1					Collect pincode															
							It will redirect to change address flow.															

_											 						 				
		Verification when the user types "Enter Pincode"			.User will type "Soundbox not working" (freeform) Address = 0 .User type/Clicks on "Soundbox not working" 2. User type/Clicks on "Still not starting! don't have charger" 3. user types "Enter Pincode"																
PTM_	016 High	types	Web		working*(freeform) 2.User type/Clicks on*Still not	Bot will redirect to change address flow.															
		Elitel Pilicode			Address = 0 3.user types "Enter Pincode"																
						>Following message with image/video should be displayed to user															$\overline{}$
				- 1		displayed to user															
						This could be a SIM/network issue. Please take out and reinsert your SIM.															
				- 1																	
				- 1	User typelClicks on "Soundbox not working" User typelClicks on "Other light"	To know how to reinsert your SIM, follow the instructions below to see how to restart your device															
PTM_	017 High	Verification when the user types/Click on	Web	- 1	not working"																
1	o i i i i i i i i i i i i i i i i i i i	Verification when the user types/Click on "Other light"	1100		2.User type/Clicks on "Other light"	Followup Message should be displayed to user															
						Is your soundbox working now?															
				- 1		Yes No															
				- 1																	
-	_					>Following message should be displayed to user Awesome, now that your Soundbox is working. Please continue using it for payment notifications>Following message should be displayed to user I'm here to help you. Our service agent will visit your location															
l		Verification when the user types/Clicks on "YES"	Web	- 1	1. User type/Cricks on "Soundbox not working"	>Following message should be displayed to user															
PTM_	018 High	Types/Clicks on "YES"	Web	- 1	2.User type/Clicks on*Other light*	Awesome, now that your Soundbox is working. Please continue															
-	_				3.User type/Clicks on*YES*	using it for payment notifications.															
		Verification when the user types/Clicks on "NO"			1.User type/Clicks on "Soundbox not working" 2.User type/Clicks on "Other light" 3.User type/Clicks on "No"	I'm here to help you. Our service agent will visit your location and check your Soundbox for free.															
PTM_	019 High	types/Clicks on	Web	- 1	2.User type/Clicks on "Other light"	and check your soundoox for free.															
		NO.		- 1	3.User type/Clicks on "No"	Tap Below to proceed															
				- 1		Proceed>Following message should be displayed to user															
						>Following message should be displayed to user															$\overline{}$
				- 1		Our caption asset will come and check your Soundhoy at %															
		Verification when the user types/Clicks on "Proceed"		- 1	1.User type/Clicks on "Soundbox not working"	Our service agent will come and check your Soundbox at % Last_Address. If this is your current address, please confirm or change your address															
PTM_	020 High	types/Clicks on	Web	- 1	2.User type/Clicks on*Other light*	If this is your current address, please confirm or change your															
		"Proceed"		- 1	3.User type/Clicks on "No" 4 user types/Clicks on "Proceed"	address															
				- 1																	
						Confirm address Change address															
					User type-click on "foundors Liber type-click on "foundors Liber type-click on Office right A user type-click on Proceed* Liber Type-click on "foundors Liber Type-click on "foundors Liber Type-click on Office right Liber Type-click Liber Type-								1			1					
		Verification When User			2.User type/Clicks on "Other light"		1	1					- 1			1					
PTM_	021 High	Verification When User Types/Clicks on "Confirm Address"	Web		3. User type/Clicks on "No"	Redirect to Confirm Address flow	I	1				1	- 1		1		1				
		Commin Address			5.User Types/Clicks on		I	1				1	1		1	1					
			\vdash		"Confirm Address"																
					1.User type/Clicks on "Soundbox not working"		I	1				1	- 1		1		1				
- 1		Verification When User Types/Clicks on "Change Address"	l l		2.User type/Clicks on "Other light"	l	1	1					- 1			1					
PTM_	022 High	Types/Clicks on	Web	- 1	3.User type/Clicks on "No"	Redirect to Change Address flow															
					5.User Types/Clicks on		I	1				1	- 1		1		1				
	-		\vdash		"Confirm Address"							_			+		\vdash				$\overline{}$
	_		-	-								_			+	-		-			-
		 										 					_				$\overline{}$
															1						
												1									
																-					
			_									_									
												 			_	 					-
																-					
												-									
			_				l	-							+	1	_				
								—				1			1	t					-+-
																					-
																1					
			-	T					\vdash								 \vdash	T			
			\vdash					-			 	-			+	-	\vdash				-
		-	\vdash				-	-	-			-			+	-	-				-
							-	 				1			+	 					-
			-							<u> </u>					1		_				-+
															1						
			-	T					-								\vdash	T			
			\vdash					-			 	-			+	-					-
			\vdash				-	-				_			+		_				-+-
			_				l	-	_						+	1	_				
				-					_	<u> </u>	 	—	-	_	+	—		-	-		-+-
			+	-						<u> </u>		—			1	t	_				-+
																1					-
			\vdash	T													-	T			
			\vdash												+		_				
			\vdash									-			+						
			\vdash									-			+		\vdash				
			+									 			+	-	-	\rightarrow			\rightarrow
			+	\rightarrow											+	+	_	\rightarrow			-+-
			 								 	_			+	 		-			-+
				-				†	t	<u> </u>		t		- 1	+	t		-		-	-+
			-							<u> </u>					1						-+
															1	1					
																		-			

																-					
															-	\rightarrow	\longrightarrow				+
		_				-					_	-			-	\rightarrow	\rightarrow	+		\vdash	+
															-	-					+
															\rightarrow	\rightarrow	\rightarrow			\leftarrow	+-
		1										_				+	+	+		\leftarrow	+
															-			-			+
															-	\rightarrow	\rightarrow			←	
		+													-	\rightarrow	\rightarrow	-		-	+
		_													-	\rightarrow	$\overline{}$	$\overline{}$		-	+
															\rightarrow	\rightarrow	\rightarrow				
															-+	\rightarrow	\rightarrow				+
		 												-	-	\rightarrow	$\overline{}$	-		$\overline{}$	+
															\rightarrow		\longrightarrow			↓	
															\rightarrow	\rightarrow	\rightarrow			\leftarrow	+
														-	-	+	+	+		\vdash	+
																\rightarrow					
		-				-									-	\rightarrow	\rightarrow			⊢—	+
		_				†									-	\rightarrow	-	\rightarrow		-	+
														-							
		\vdash										-		\bot	$ \top$	=	==	=		\vdash	+=
		_			-						\vdash	-			-+	\rightarrow	\longrightarrow	\longrightarrow		-	+-
		_					 				 			+	-+	\rightarrow	-	-		\vdash	+
																=					
						L .									\rightarrow	\rightarrow	\bot			\vdash	$\perp = $
		_			_						\vdash		_		-+	\rightarrow	\rightarrow	$\overline{}$			+-
	—										\vdash	-+			-+	\rightarrow	\rightarrow	\rightarrow			+-
															=	=	=				$\pm \pm $
		_			_			·			-				-+	——F	F	T	-	─	+
		_										-	_		-	\rightarrow	\rightarrow	-		-	+
												-		-	-	\rightarrow	-	-			+-
															-	-	-	-	\vdash	-	+
															-+	-	+	+	-		+
		_												-	-	-	-	-			+
																	-				
																				-	
													_		\rightarrow	\rightarrow	\rightarrow			\leftarrow	+-
														-	-	+	+	+		\vdash	+
																=					
		-				-									-	\rightarrow	\longrightarrow			⊢—	+
												_			-	-	+			-	+
														$\overline{}$		\rightarrow					
															-	\rightarrow	\rightarrow			\leftarrow	
														-	-	-	-	+		\leftarrow	+
																\rightarrow					
															\rightarrow	\rightarrow	\rightarrow			\leftarrow	+
															-	\rightarrow	\rightarrow	$\overline{}$		\leftarrow	+
															-						+
															=	\equiv	=				$\perp = -$
	-	_				-	l				\vdash	-			-+	\rightarrow	\longrightarrow	\longrightarrow		-	+
		_				 					+	-+	_	+	-+	\rightarrow	-	\rightarrow		-	+-
															=		=				
															\rightarrow	$\overline{}$	\rightarrow			\vdash	$\perp =$
		-				-	-		\vdash		\vdash			+	-+	\rightarrow	\rightarrow	\longrightarrow		\leftarrow	+-
											_	-		+	-+	\rightarrow	+	-		$\overline{}$	+
		\perp									-				— Г	-	-			—	+
		_			_	 					\vdash	\rightarrow	-	+	-+	\rightarrow	\rightarrow	\longrightarrow			+-
														$\overline{}$	-	-	-	-			-
															=						
		\perp												-	$ \mp$	-	-	\Box	-	-	+
	-					-	-				+	-+		+	-+	\rightarrow	\rightarrow	\longrightarrow		-	+
														-	-	\rightarrow	\rightarrow	\rightarrow		$\overline{}$	+
		-			_	_		· · · · · · · · · · · · · · · · · · ·			\vdash				-+	——F	F	T	-		+
		+													-	\rightarrow	\rightarrow	\rightarrow		-	+
												+			= $+$	=	=	=			$\pm -$
		_			_	_									-		$\overline{}$	-			+
	—						l			-	\vdash	-+	-	+	-+	\rightarrow	+	+			+
														=	=	-	-	=			-
															\equiv						
		_			_										-	-	$\overline{}$	-		-	+
		_				 	-				-	-			-	\rightarrow	\rightarrow	\rightarrow		\leftarrow	+
															= $+$	-	-	=			$\pm -$
		-													— Г	-	-		+	—	+
			i			 						-			-	\rightarrow	\rightarrow		4 1 1	+	+
		_																	1		
														-+	-+	\rightarrow	\rightarrow	\longrightarrow			\pm
														丰	丰	\equiv	\equiv				
															丰	\equiv					\equiv

	+					-								-	 			-
													-	_				
														-				+
																		ļ
	+													_				+
_	+					 												1
	-																	
	+																	
	+													_				+
	1																	
																		1
	+													_				+
						1												1
_	+	_			_	_	_			_	\vdash		-	_	 -			_
+	+			<u> </u>				-		—	—		+ +	-		l	 	+
_	1				_	_		_			\vdash		⊢ −		 T			1
	+			 		+							+	_			 	_
								L						+				
+	+			-		-	-	l			-		+				1	-
	+			1	I								+ +				+ + -	t
	+																	+
														_				
	_																	
														_				
	+													_				+
						-							-					-
	+																	
1													-	_				+
	-					-												

												_							
	_															-			
	_				-			1			_	+		-	+	<u> </u>			
	-											_							
	-													-			_		
-	_		 		-			-			_	_		-		-			
			 									+							
	_				 														
	-														-				
	_																		
	_										_								
	_				 							_							
												_			_			\Box	
	+	-	+			-			\vdash		+	+	-		-	+			
	_		+ + +		-			_				_			_	-	_	—	
	_		 	-		-		_			+	+		 		+		—	
-	1		 		I	—		_		 	_	+	 	t	—	 			
			 													1			
	1				l	1					1	1		1	1	1			
	_																		
	_							_				_	\vdash		_		_	1	
	-							\vdash				_				1		-	
	+		+	-	+			_		-	+	+	-	-	_	+	_		
	+	-	 	-		 		+				+	\vdash	 	+	+	_	\vdash	
	_							-			_	_		-	_	-			
	 		 								_	+							
												_							
	_										_				_				

		+				-					-	-				-					
		_											_		_	_				_	
		+					-				 										
							ļ														
		+					-						_		-	_				_	
		1																			
		_					ļ														
		_									-										-
																					-
		+													-	_					_
		_					ļ														
		+					-								-						_
						1	1									=					
		+					-				\vdash	-				-			 	_	\vdash
		+					†					-				-+					\vdash
		+				-	+			-	-				-+	-+				_	+-+
																					-
		_																		_	\perp
		+						 			 				_	\rightarrow				_	\vdash
												+				+					
		+					-				-		_		-+	-+				-	\vdash
		+													-	_					
							-				-				_	_					
		+									-	-			-	-					
		_									-	_				_					
		1					1														
		+				-	-					_			_						_
															-						
																_					
		+					-								-	_					_
		+	 	 	-	-	-	-		-	-								 	-	\vdash
		+	 	 			†	 	 	 	—	-+		 	-	\rightarrow			 		+-+
		\perp				-						-			$ \top$	\neg	- $=$			-	\vdash
		+				 	-			-	—	\rightarrow			-	\rightarrow				-	\vdash
		+					-			-	\vdash	+			_				 		\vdash
		+		 		—	†	<u> </u>			 	-+		 	-	-+			 		+-
		\perp									\vdash	-			$ \top$	\neg	- $=$ $=$ $=$				\vdash
		+					 			-	+	\rightarrow	_		-	\rightarrow					+
				<u> </u>								+				+					
																=					
		+		<u> </u>	-		-	-	—	-	\vdash				_				 		\vdash
		1			l		t			—											-
	_	_		<u> </u>			1	l	⊢ − 7		\vdash			<u> </u>		I	T			_	\vdash
		+					-				+	-		—	_	\rightarrow					+-+
		1														-T					\perp
		+						 			 	\rightarrow			_	\rightarrow				_	\vdash
												+				+					
												-				\equiv					\vdash
		+				_	-				\vdash	_	_		-+	-+				-	\vdash
				İ																	
		+				-	 	-	—	-	-	-		-	-+	-+			 		+
		+					†				—	-+			-	\rightarrow					\vdash
		_				_					\vdash				_	-	-			_	_
				I .		1	i	1		1										1	1

												-				-						
												+			-	\rightarrow	\longrightarrow					+
						-						\rightarrow	\rightarrow		-+	\rightarrow	\rightarrow	+			\vdash	+
													-		-	-						+
		_										\rightarrow	\rightarrow		-	\rightarrow	\rightarrow				\leftarrow	+-
													+		-+	+	+	+			\leftarrow	+
												-			-		-					+
													\rightarrow		-+	\rightarrow	\rightarrow				←	
												-	\rightarrow		-	\rightarrow	\rightarrow	-			-	+
												-	$\overline{}$	-	-	\rightarrow	$\overline{}$	$\overline{}$			-	+
												\longrightarrow	\rightarrow		-	\rightarrow	\rightarrow					
												+	\rightarrow		-+	\rightarrow	+				\vdash	+
													-		-	-		-				+
												\longrightarrow			-		\longrightarrow				↓	
												-	\rightarrow		-	\rightarrow	\rightarrow				\leftarrow	+
												-	-		-	-	-	-				+
															$-\!\!+\!\!$							
												-	\rightarrow		-+	\rightarrow	\rightarrow	\rightarrow			\leftarrow	+
												-	\rightarrow	-	-	\rightarrow	-	+		$\overline{}$	$\overline{}$	+-
															\perp	=						
												= $=$	==	\perp	= $=$	=	==	=			\vdash	+=
		-					-		—			+	\longrightarrow	+	-+	\rightarrow	\longrightarrow	\longrightarrow			-	+
							 					-+	\rightarrow	-	-	\rightarrow	-	-		$\overline{}$	\vdash	+
															=	=						
						L .							\blacksquare		-	\rightarrow	\bot			-	\vdash	$\perp = $
		_				-						\rightarrow	\rightarrow		-	\rightarrow	\rightarrow				-	+
		1					 		 			+	+	-	-+	+	+	+		$\overline{}$	\leftarrow	+
												=				=	=					
												\perp					=					$\perp = -$
		_				-	-					\rightarrow	\rightarrow		-+	\rightarrow	\rightarrow	\longrightarrow			-	+
		_										-	\rightarrow	-	-	\rightarrow	\rightarrow	\rightarrow		-	-	+
												-	\rightarrow		-	-	\rightarrow	\rightarrow			-	+
												=		=	=	=	=					
												\rightarrow			\rightarrow		\rightarrow					\perp
												-	+		-+	\rightarrow	+	+				+
												-	\rightarrow	-	-	-	-	-			$\overline{}$	+
																	-					
															\equiv						-	
		_										\rightarrow	\rightarrow		\rightarrow	\rightarrow	\rightarrow				\leftarrow	+-
													+		-+	+	+	+			-	+
													-		-			-				+-
															\equiv							
												-	\rightarrow		-+	\rightarrow	\rightarrow			-	←	
												-	-	-	-	-	+				-	+
															-	-						+
															$-\!\!+\!\!$							
												+	\rightarrow		-+	\rightarrow	\rightarrow				\leftarrow	+
													-		-	-						+
												\rightarrow	\rightarrow		-	\rightarrow	\rightarrow			-		
												-	\rightarrow		-	\rightarrow	\rightarrow	$\overline{}$			\leftarrow	+
															-							+
												\rightarrow			\equiv	\equiv	=					$\perp = -$
	-	_		 		-	-						\longrightarrow		-+	\rightarrow	\longrightarrow	\longrightarrow			-	+
				 		 			 		_	-+	\rightarrow	-	-	\rightarrow	-	\rightarrow			-	+-
														=								
					_								$\overline{}$		-	T	-	-		-		+
		-				-	-		 			\rightarrow	\rightarrow	-	-+	\rightarrow	\rightarrow	\longrightarrow		+-	-	+-
												-+	-	-	-	\rightarrow	+	-		-	$\overline{}$	+
															=							
												——F	-		-	-	-			-	—	+
					_	 			 		_	-+	\rightarrow	-	-+	\rightarrow	\rightarrow	\longrightarrow			_	+-
												-	$\overline{}$	-	-	-	-	-				-
														=	=							
												-	\dashv	-	$ \!$	-	-	\Box			-	+
							-					-+	\rightarrow	+	-+	\rightarrow	\rightarrow	\longrightarrow			-	+
												-	\rightarrow		-	\rightarrow	\rightarrow	\rightarrow			$\overline{}$	+
															=							
	_				_			· · · · · · · · · · · · · · · · · · ·	-			F	——Ţ			——F	F	T				+
		_										-	\rightarrow	-	-	\rightarrow	\rightarrow	\rightarrow		-	-	+
												= $+$	$=$ $^{+}$	= $+$	= $+$	=	=	=				$\pm -$
					_	_			\vdash			$\overline{}$	$\overline{}$		-		$\overline{}$	-				+
							l				_	-	\rightarrow		-+	\rightarrow	+	+				+
				<u> </u>								-	=	$=$ \pm	-	-	-	=				-
															=							
					_							-	$\overline{}$		$-\!$	-	$\overline{}$	-			-	+
				 		 	-					\rightarrow	\rightarrow		-	\rightarrow	\rightarrow	\rightarrow		-	\leftarrow	+
												= $+$	=	$=$ \vdash	= $+$	-	-	=				$\pm -$
															=							
												——F	-		-	-	-			-	—	+
					_				 		_	-+	\rightarrow	-	-+	\rightarrow	\rightarrow	\longrightarrow		+-	_	+-
													$\overline{}$			\neg		-		<u> </u>		1
												\equiv	\equiv		\equiv	=	\equiv	\equiv	_			
												〓	\equiv		#	\equiv	\equiv					

						-	-						-			\vdash			1
		_										-	_				+		
							-						-	-					
																	 		
							ļ					-							
		_					-				_	-	_			-			
							ļ									\vdash			
																			
																<u></u> '			
							-						-				+		
																\vdash			
																<u> </u>			
							-												_
				1	t	—						 					+		T
											=	$\vdash = \vdash$	-		-	-			
		-					1					\vdash					+		+
				1			†									-	+		1
																⊢	+ = =		
		_		-		-						\vdash	_				+	_	+
		 		1			1						-						+
	_	_			_					— T		\vdash				⊢—7	+		1
		_		 			-					-	_				+		+
				1								 							1
											-	-				₩=	+		_
							ļ									\vdash			
																\vdash	+		
																·	 		
												-	_			-			
							-												
																<u> </u>	 		
												-	_			-			
																·	 		
							-									-			_
							-				-								
							-									+			+
																	+		

												1							
												-							
	1				-						_	+		+	1	1			
															1				
	_													_					
-	_				-							+		+	_	+			
			 									_		_			_		
					 							_			_				
												+							
	_											_			_				
												_							
											_	1							
								\Box				_						-	
	-	-	+			-		\vdash				+			-		_		
-	_	-	+	-	+			\vdash				+	+		_			\rightarrow	
	1			-		-					_	+		+	 	 		-	
<u> </u>	t	t	 		I	—				 		+		+	I	+		-	-
			 																
	1				l	1						1		1	1	1			
												_							
	_							-				_		_					
								\vdash											
	+		+	-	+			\vdash			_	+		+	+		_		
	+	-		-		 		\vdash			_	+		+		+	_	\rightarrow	
	_										_	1		-	_	-			
			 								_	+		_	 				
											- 1				1				
												+				-	_		

	,														\neg	-	-			· ·		
															\perp							
															-		\rightarrow					+
	\vdash														\rightarrow	\rightarrow	\rightarrow					+
	—														-	+	+	+				+1
																	-					$\overline{}$
														-	\perp							
						-									-+	\rightarrow	\longrightarrow					+
														-	-	-	+					+
															-	$\overline{}$						\top
															\rightarrow					!		
															-+	+	+					+
											-			-	-	$\overline{}$	$\overline{}$	$\overline{}$				+
														-	\rightarrow		$\overline{}$					\perp
														-	\rightarrow	\rightarrow	\rightarrow					-
												_	_		-+	+	-	+			_	+
															-			-				+
															\rightarrow	\longrightarrow	\rightarrow					
		_			_							_			-	\rightarrow	\rightarrow	$\overline{}$		-	_	+
															-		-	-				+
											\vdash						-					+
	-					 					-	-+			-+	\longrightarrow	\rightarrow	\longrightarrow				+
						†						-+	-	+	-	\rightarrow	-	\rightarrow				+
																=						
												=		- $=$	-	==	==					\vdash
						-	-				\vdash				\rightarrow	\rightarrow	\rightarrow	\longrightarrow				+
							-				 		-		-+	\rightarrow	+	+				+
															=	=	=	=				
															=		=					$\perp =$
											\vdash				\rightarrow	\rightarrow	\rightarrow	$\overline{}$				+
	-					 	-				—	-+			\rightarrow	\rightarrow	\rightarrow	\longrightarrow			-	+
															-	+	-	\rightarrow				+
																	\rightarrow					\perp
	-											_		-	\rightarrow		\rightarrow					+
											—				-	-	+	-				+
	1																					+
														\equiv								
																						\perp
														-	\rightarrow	\rightarrow	\rightarrow					+
											-				-		-					+
															\rightarrow		\rightarrow					-
															-	+						+
															-	-	$\overline{}$	-				+
															-		\longrightarrow					
											-			-	\rightarrow	\rightarrow	\longrightarrow					+
											 				+		+	+				+
	·														-			-				+
														-	\perp							
						-									-	\rightarrow	\longrightarrow					+
														-	-	-	+					+
	·														-		$\overline{}$					+
														-	\equiv							
	\vdash				-						-	\rightarrow			\rightarrow	\rightarrow	\longrightarrow					+
							 				 				-+	+	+	+				+
															=	=	\rightarrow	\rightarrow				
															=		==					$\perp =$
		_				-					-	\rightarrow			\rightarrow	\rightarrow	\rightarrow	\longrightarrow			_	+
						†					+	-			-+	\rightarrow	-	\rightarrow				+
																-						
														-	$\overline{}$	-	-	-				$\perp = =$
				<u> </u>		-	l				-	-			-	\longrightarrow	\longrightarrow	\longrightarrow				+
	—					†	 				+			-	+	\rightarrow	\rightarrow	\rightarrow		-		+
																	=					
		\vdash									\vdash	$ \Box$	$-\Box$	- $=$	$ \top$	-	- $=$					$\perp =$
						-					\vdash	\rightarrow			\rightarrow	\rightarrow	\rightarrow	$\overline{}$				+
						-									-+	+	+	\rightarrow				+
															=	=	=					
															-		-					$\perp =$
	 '	_		<u> </u>		-	-				-	-			-	\rightarrow	\longrightarrow	\longrightarrow				+
												-+			-+	\rightarrow	-	\rightarrow				+
												+		$=$ \vdash	= $+$	$=$ $^{+}$	=					\pm
															=							
	-	_			_	_					\vdash				$\overline{}$	$\overline{}$	$\overline{}$	$\overline{}$			_	+
							l				—	-			-+	+	+	+				+
														= $+$	=	-	-	=				\pm
															\equiv		=					
												-		-	$ \top$	-	==					\vdash
		_				-	-		\vdash		+				-	\longrightarrow	\longrightarrow	\longrightarrow				+
					 							-+			-+	-	-	\rightarrow				+
															\rightarrow	=	=					
															=							$\perp =$
			1								\vdash				\rightarrow	\rightarrow	\rightarrow					+
		_																				
												-		+	-	+	+	\longrightarrow		<u>' </u>		+
														==	#	\equiv	\equiv					$\equiv =$
															\equiv		\equiv					

Creation Tow Chat with an expert Following message should be displayed to user Done! I have asked one of my agents to get back to you. Please give me a cougle of minutes Chat WiTH AN AGENT API INTEGRATION TO Pault be created on a form API INTEGRATION TO Pault be created on a form Following message should be displayed to user Following message should be displaye	Priority	Title	Precondition	Steps	Expected Result	QA Status	
High Verification when user reaches to Ticket creation * Ticket cr	High	the user reaches to "Ticket	If Yes	"Ticket creation "	No problem! I'm going to ask my experts to step in and assist you. Tap below to talk to our experts. Chat with an expert		
High Verification when user reaches to Tricket creation "Ticket creation "	High	Verification when user click/Type "Chat with an expert"	If Yes	"Ticket creation "	Done! I have asked one of my agents to get back to you. Please give me a couple of minutes CHAT WITH AN AGENT API INTEGRATION TO		
April Trice of creation Trice of creatio	High		if No/Agent not available/outside office hours	"Ticket creation "	>Airighti I've created a ticket '%TicketNo. for your request. Our agent will reach out to you in %TAT days. >Followup message Should be displayed to user Please use this ticket number to get an update on this issue. You can track this request on your Paym for Businesses ago in the help and		
Weffication when user click/Type "Chat with an expert" Premium and Ultra Premium check Ticket creation " T	High	Verification when user click/Type "Chat with an expert"	Api Timeout/Failure	"Ticket creation "			
High religion with use "Ticket creation"	High	Verification when user click/Type "Chat with an expert"	Premium and Ultra Premium check	"Ticket creation "	>Following message should be displayed to user Done!! have asked one of my agents to get back to you>Followup message should be displayed to user Please give me a couple of minutes		
	High	Verification when user click/Type "Chat with an expert"	If Agent available/ office hours	"Ticket creation "			
		<u> </u>					

Priority	Title	Precondition	Description	Steps	Expected Result	Status
High	Verify bot response when user reaches to Outro		Outro	Bot response when user reaches to outro	Do you need help with anything else? Yes No	
High	Verify bot response when user Types/clicks on 'Yes'		Bot response when user clicks on 'Yes'	1. User Types/Click on Yes	>Okay, please select an option from the main menu below Or you can raise a ticket, my team will try to help you. Main Menu Raise a ticket	
High	Verify bot response when user Types/clicks on 'Main menu'		Bot response when user clicks on 'Yes'	User Types/Click on Yes user Types/clicks on 'Main menu'	Bot will redirect to Main menu/welcome message page	
High	Verify bot response when user clicks/types on 'Raise a ticket'		Bot response when user clicks/types on 'Raise a ticket'	User Types/Click on Yes User type/Clicks on"Raise a ticket"	Sure, please type your question or issue below User enters reason	
High	Verify bot response when user type"reason"		Bot response when user Type 'reason'	User Types/Clicks on Yes User type/Click on"Raise a	>Alright! I've created a ticket %TicketNo. for you. Our agent will reach out to you in %TAT days. Followup message Please use this ticket number to get an update on this issue. You can track this %Ticket request on your Paytm for Bussiness app in the help and support section.	
High	Verify bot response when user Types/clicks on 'No'		Bot response when user clicks on 'No'	1. User Types/Clicks on No	I'm happy to hear that I could help you. You can tap on Menu if you are looking for more help or select exit chat Menu Exit chat	
High	Verify bot response when user Types/clicks on "Menu"			User Types/Clicks on No suser Types/clicks on "Menu"	Bot will redirect to Main menu/welcome message page	
High	Verify bot response when user Types/clicks on "Exit Chat"			User Types/Clicks on No user Types/clicks on "Exit Chat"	Exit chat will close the conversation	
			API Error			

High	Verify bot response when user getting API error		API Error	Bot response when user getting API error	Oh no! It looks like I'm facing a technical issue. You can tap below to try again, or you can call us at 0120 4440 440. Try again
High	Verify bot response when user Type/click on "try again"	If API fails again, the bot will switch to create a ticket.	API Error	Bot response when user getting API error	Not to worry. Let me create a ticket for you. Tap below to proceed Raise a ticket
High	Verify bot response when user Type/click on "Raise a Ticket"	If API fails again, the bot will switch to create a ticket.	API Error	Bot response when user getting API error	I've created a ticket %TicketNo. for you. Our agent will reach out to you in %TAT days or you can call Customer Support on 0120 4440 440 for more help. Please use this ticket number to get an update on this issue. You can track this ticket request on your Paytm for Business app in the Help and Support section.
			Bot b	reak	
High	Verify bot response when user getting Bot break		Bot break	Bot response when user getting Bot break	I'm sorry! I did not understand your issue. For more help: Call our helpline on 0120 4440 440. or Tap the button below Get more help
High	Verification when user Type/clicks on "Get more help"		Bot break	Bot response when user Type/Click on Get more help	Redirect to node Raise ticket/chat: Non-Service

Priority	Title	Precondition	Steps	Expected Result	QA Status
HIGH	Validation of IVA flow when the user reaches the otp flow			A 4-digit OTP has been sent to your registered mobile number %phone_number. Please type the OTP below Facing any issues? Tap the button below to get the OTP resent to your number Resend OTP	
HIGH	Validation when the user TYPE"Resend OTP"	if OTP hasn't been sent 3 times yet	1.User type"Resend OTP"	>Following message should be displayed to user A 4-digit OTP has been sent to your registered mobile number %phone_number. Please type the OTP below Facing any issues? Tap the button below to get the OTP resent to your number Resend OTP	
HIGH	Validation when the user TYPE"Resend OTP"	if OTP has been sent 3 times already	1.User type"Resend OTP"	>Following message should be displayed to user Sorry, you've exhausted your OTP trigger limits. Please try again after some time.	
HIGH	Validation when the user TYPE"Collect OTP"	User type invalid otp	1.User type"Resend OTP" 2.User type invalid otp example:-345r/5678we/000	>Following message should be displayed to user That doesn't seem to be right Please enter a valid 4-digit OTP For example: 82XX	
HIGH	Validation when the user TYPE"enters otp"	Valid 4 digit OTP formatsuccessfull	1.User type"Resend OTP" 2.User type invalid otp example:-345r/5678we/000 3.user type"enters otp"	>Following message should be displayed to user If you 've received the OTP,please enter it below. Incase you're facing any issues, Tap below to get the OTP resent to your number Resend otp	
HIGH	Validation when the user TYPE"Resend otp"	Valid 4 digit OTP formatFail	1.User type"Resend OTP" 2.User type invalid otp example:-345r/5678we/000 3.user type" valid enters otp" 4.user type"Resend otp "	>Following message should be displayed to user Sorry .i'm facing a technical issue.please try again TRY AGAIN	

HIGH	Validation when the user TYPE"TRY AGAIN" Validation when the user TYPE"valid otp	Valid 4 digit OTP formatSUCCESS Valid 4 digit OTP formatsuccessfull If the user's session expires any time in the flow	1.User type"Resend OTP" 2.User type invalid otp example:-345r/5678we/000 3.user type" valid enters otp" 4.user type"Resend otp " 5.USER TYPE"TRY AGAIN" 1.User type"Resend OTP" 2.User type invalid otp example:-345r/5678we/000	>Following message should be displayed to user Your OTP has been verified! Tap below to continue Continue >Following message should be displayed to user Sorry you've been logged out of this session for security purposes.	
		TIMEOUT: 24 hours	3.User type"valid otp"	Tap below to validate yourself once more Restart	
HIGH	Validation when the user TYPE"valid otp	Valid 4 digit OTP formatsuccessfull If the user has exhausted 3 verification tries	1.User type"Resend OTP" 2.User type invalid otp example:-345r/5678we/000 3.User type"valid otp"	>Following message should be displayed to user Sorry, you've exhausted your OTP limits. Please try again after sometime or reach out to us at: support@site.com	
HIGH	Validation when the user TYPE"valid otp	Valid 4 digit OTP format if wrong OTP is entered and the timestamp has not been exhausted	1.User type"Resend OTP" 2.User type invalid otp example:-345r/5678we/000 3.User type"valid otp"	>Following message should be displayed to user Looks like you've entered a wrong OTP. Please re-enter the correct OTP below Collect otp	
HIGH	Validation when the user TYPE"valid otp	Valid 4 digit OTP format if wrong OTP is entered and the timestamp has not been exhausted Once user re-enters the OTP the response will go back to the API for validationsuccessfull	1.User type"Resend OTP" 2.User type invalid otp example:-345r/5678we/000 3.User type"valid otp" 4.user type"Collect otp"	>Following message should be displayed to user Your OTP has been verified! Tap below to continue Continue	
HIGH	Validation when the user TYPE"valid otp	User type invalid otp if wrong OTP is entered but the timestamp has been exhausted	1.User type"Resend OTP" 2.User type invalid otp example:-345r/5678we/000 3.User type"valid otp"	>Following message should be displayed to user It looks like the OTP you've entered is no longer valid. Tap below to resend another OTP Resend otp	
HIGH	Validation when the user TYPE"valid otp	User type invalid otp If OTP not found and number of retries has been exhausted	1.User type"Resend OTP" 2.User type invalid otp example:-345r/5678we/000 3.User type"valid otp"	>Following message should be displayed to user Sorry, you've exhausted your OTP limits. Please try again after sometime.	