TC_ID	Priority	Title	Test Environment	Test Inputs	Precondition	Steps	Expected Result	QA Status	QA comments	screenshot	Dev comments	
PTM_001	High	Verification of IVA flow When User Types "Hi/Hello"	Web	Hi Hello Hey		1.User Types "Hi/Hello"	**-->Following message should be displayed to user** Hi, I'm your Paytm Personal assistant. How can I help you today? Please select the category with which you have an issue **Menu**					
PTM_002	High	Verification When User Types/Clicks on /Clicks on "Menu"	Web			1.User Types "Hi/Hello" 2.User Types /Clicks on "Menu"	**-->Followup Buttons should be displayed to user** Issue with soundbox Payments & Settlements Existing ticket issues Other category					
PTM_003	High	Verification When User Types/Clicks "Other category"	Web			1. User Type "Hi/Hello" 2.User Type/Clicks on "Menu" 3.User Types/Clicks on "Other category"	**-->Following message should be displayed to user** Sure %name, please head to our help and Support section to connect with us here **Help and Support**					
PTM_003	High	Verification When User Clicks on "Help and Support "	Web			1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Types/Clicks on "Other category" 4.User Clicks on "Help and Support "	**-->Following message should be displayed to user** Redirect to "Help and Support " page					
PTM_004	High	Verification When User Types/Clicks on "Existing Ticket Issues"	Web			1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Types/Clicks on "Existing Ticket Issues"	**-->Following message should be displayed to user** Please click the button below to view your previous tickets: **View Tickets**					
PTM_004	High	Verification When User Clicks "View Tickets "	Web			1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Types/Clicks on "Existing Ticket Issues" 4.User Clicks on "View Tickets "	**-->Following message should be displayed to user** Redirect to Node **View Tickets page**					
PTM_005	High	Verification When User Clicks on "View Tickets "	All/Opened/Solved Tickets	If ticket already exists		1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Types/Clicks on "Existing Ticket Issues" 4.User Clicks on "View Tickets " 5. 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_005	High	Verification When User Types/Clicks on "Issue with Soundbox"	Web		Not Whitlisted	1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Type/Clicks on "Issue with Soundbox"	**-->Following message should be displayed to user** Thank you for reaching out.please enter your issue below **User Enter issue**					
PTM_006	High	Verification When User "Enter Issue"	Web		Not Whitlisted	1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Type/Clicks on "Issue with Soundbox" 4.User "Enter Issue"	**-->Following message should be displayed to user** I've noted down your issue and created a ticket: %TicketNo. Our agent will reach out to you in %TAT days, or you can call Customer Support on 0120 4440 440 for more help. **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 section.					
PTM_007	High	Verification When User Types/Clicks on "Issue with Soundbox"	Web		No Devices Found / 0 Device Found	1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Type/Clicks on "Issue with Soundbox"	**-->Following message should be displayed to user** We found out that there is no Soundbox associated with your number. You can now buy the all new 4G Soundbox which 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! **-->Followup message should be displayed to user** To know more and place an order, tap below **Place an order**					
PTM_007	High	Verification When User Types/Clicks on "Place an Order "	Web		No Devices Found / 0 Device Found	1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Type/Clicks on "Issue with Soundbox" 4.User Types/Clicks on "Place an Order"	**-->Following message should be displayed to user** Redirect to "Place an order " page					
PTM_008	High	Verification When User Types/Clicks on "Issue with Soundbox"	Web		Serial Number Found - Returning user	1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Type/Clicks on "Issue with Soundbox"	**-->Following message should be displayed to user** Okay, %Name.Let's figure this out. Tap below to choose the issue yoiu are facing with your soundbox or click on the menu to select another issue category. Soundbox not working Battery not charging No sound on payment Issue with my rental Option not listed					
PTM_009	High	Verification When User Types/Clicks on "Issue with Soundbox"	Web		Serial Number Found - New user	1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Type/Clicks on "Issue with Soundbox"	**-->Following message should be displayed to user** Hi %Name, I'm your Paytm Personal assistant. How can I help you today? Tap below to choose the issue you are facing with your Soundbox Or click on the menu to select another issue category. Soundbox not working Battery not charging No sound on payment Issue with my rental Option not listed					

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	1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Type/Clicks on "Issue with Soundbox" 4.User Types/Clicks on "Any Of the Options"	**-->Following message should be displayed to user** 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**					
PTM_011	High	Verification When User Types/Clicks on "Try again"	Web		Serial Number Found - Returning/New user Api Error-Api Timeout &Failure If API fails twice, the bot will go into create a ticket flow.	1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Type/Clicks on "Issue with Soundbox" 4.User Types/Clicks on "Any Of the Options" 5.User Types/Clicks on "Try again"	**-->Following message should be displayed to user** Not to worry %Name, I've created a ticket % TicketNo. for you. **-->Followup message should be displayed to user** Our agent will reach out to you in %TAT days or you can call Customer Support on 0120 4440 440 for more help. **-->Followup message should be displayed to user** 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.					
PTM_012	High	Verification When User Types/Clicks on "Any Of the Options"	Web		Serial Number Found - Returning/New user No active device/serial number found	1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Type/Clicks on "Issue with Soundbox" 4.User Types/Clicks on "Any Of the Options"	**-->Following message should be displayed to user** I'm sorry you're facing this issue. However, it seems like you don't have an active Soundbox. If you have a Soundbox, you can enter the serial number below. **-->Followup image should be displayed to user** **Enter Serial number feild should 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	1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Type/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 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	" 1234567890123 45 "	Serial Number with Leading and Trailing Whitespace	1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Type/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	"1234567890ABCDEZ"	Serial Number with Alphabetic Characters	1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Type/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 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	1. User Type "Hi/Hello" 2.User Types/Clicks "Menu" 3.User Type/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 reject the serial number as it does not meet the minimum length requirement of 15 digits.					
PTM_017	High	Verification When User "Enter Serial Number--invalid"	Web		Serial Number Found - Returning/New user No active device/serial number 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" 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 "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" User "Enter Serial Number--invalid" 6.User Types/Clicks on " Re-enter Serial no."	**-->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 Serial 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	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" User "Enter Serial Number--invalid" 6.User Types/Clicks on " Re-enter Serial no." 7.User "enter Serial no." -Limit exceeds -- after 3 tries	**-->Following message should be displayed to user** I'm sorry for the inconvenience, but I cannot process your request at the moment. For further assistance, please click on the below 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 "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" User "Enter Serial Number--invalid" 6.User Types/Clicks on " Re-enter Serial no." 7.User "enter Serial no." -Limit exceeds -- after 3 tries 8.User Types/Clicks on " Raise a ticket "	**-->Following message should be displayed to user** Redirect To Node **Non-Service Request Flow**					
PTM_021	High	Verification When User "Enter Serial Number"	Web		Serial Number Found - Returning/New user No active device/serial number found In Case Of Unbinded	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"	**-->Following message should be displayed to user** We've noted your issue, However, it looks like your serial number is not active anymore. We've created a ticket: %TicketNo. Our agent will reach out to you in 1-2 working days or you can call Customer Support on 0120 4440 440 for more help. **Followup message should be displayed to user** 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.					

PTM_022	High	Verification When User Types/Clicks on " Soundbox not working /Battery not charging/No sound on payment /Issue hy rental/Options not listed "	Web		Serial Number Found - Returning/New user 1 serial no 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"	**-->Following message should be displayed to user** I'm sorry you're facing this issue. I have found 1 Soundbox with serial number % Soundbox_serial_no, registered with your account. Tap below to confirm the serial number of the Soundbox you need help with **-->Followup image with button should be displayed to user** **%Soundbox_Serial_no** **-->Followup Message should be displayed to user** If this is not your serial number, please refer to the image above to find it on your Soundbox and tap below Enter serial number					
PTM_024	High	Verification , when user "Enter serial number" - invalid	Web	"123-456-789-012-345"	Serial Number with Hyphens or Dashes	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 without special characters.					
PTM_025	High	Verification , when user "Enter serial number" - invalid	Web	" 1234567890123 45 "	Serial Number with Leading and Trailing Whitespace	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 trim the leading and trailing whitespace and consider the serial number as valid.					
PTM_026	High	Verification , when user "Enter serial number" - invalid	Web	"1234567890ABCDEZ"	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	High	Verification , when user "Enter serial number" - invalid	Web	Empty	Empty Serial Number	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 does not meet the minimum length requirement of 15 digits.					
PTM_028	High	Verification When User " Enter Serial Number"	Web		Serial Number Found-Returning/New user 1 serial no 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" 5. User " Enter Serial Number"	**-->Following message should be displayed to user** Please enter your serial number below **Collect serial number feild should be displayed**					
PTM_029	High	Verification When User "enter Serial Number"	Web		Serial Number Found - Returning/New user 1 serial no found When user selects/enters a serial number	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" 6.User Types serial number in the "Collect Serial Number" feild	**-->Following message should be displayed to user** Redirect To Node **Flow proceeds to the respective issue**					
PTM_030	High	Verification When User Types/Clicks on " Soundbox not working /Battery not charging/No sound on payment /Issue hy rental/Options not listed "	Web		Serial Number Found-Returning/New user 2-3 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"	**-->Following message should be displayed to user** I'm sorry you're facing this issue. I have found % number Soundboxes registered with your merchant account. Select the serial number of the Soundbox you need help with -->Followup image with buttons should be displayed to user %Soundbox_serial_no %Soundbox_serial_no %Soundbox_serial_no **-->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 Soundbox, and tap below Enter Serial number					
PTM_032	High	Verification , when user "Enter serial number" - invalid	Web	"123-456-789-012-345"	Serial Number with Hyphens or Dashes	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 without special characters.					
PTM_033	High	Verification , when user "Enter serial number" - invalid	Web	" 1234567890123 45 "	Serial Number with Leading and Trailing Whitespace	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 trim the leading and trailing whitespace and consider the serial number as valid.					
PTM_034	High	Verification , when user "Enter serial number" - invalid	Web	"1234567890ABCDEZ"	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_035	High	Verification , when user "Enter serial number" - invalid	Web	Empty	Empty Serial Number	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 does not meet the minimum length requirement of 15 digits.					
PTM_036	High	Verification When User " Enter Serial Number"	Web		Serial Number Found-Returning/New user 2-3 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" 5. User " Enter Serial Number"	**-->Following message should be displayed to user** Please enter your serial number below **Collect serial number feild should be displayed**					
PTM_037	High	Verification When User " Enter Serial Number"	Web		Serial Number Found-Returning/New user 2-3 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" 5. User " Enter Serial Number" 6.User Types serial number in the "Collect Serial Number" feild	**-->Following message should be displayed to user** Redirect To Node **Flow proceeds to the respective issue**					

PTM_038	High	Verification When User Types/Clicks on " Soundbox not working /Battery not charging/No sound on payment /Issue by 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"	**-->Following image should be displayed to user** **-->Followup message/Form should be displayed to user** I'm sorry you're facing this issue. I have found % number Soundboxes registered with your merchant account. Select the serial number of the Soundbox you need help with Click here to view some options **SEND**					
PTM_039	High	Verification When User Types/Clicks on "Send"	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" 5.User Types/Clicks on "Send"	-->Following list should be displayed to user %Soundbox_Serial_no %Soundbox_Serial_no %Soundbox_Serial_no %Soundbox_Serial_no					
PTM_040	High	Verification When User Types/Clicks on " Soundbox not working /Battery not charging/No sound on payment /Issue by 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 Soundbox, and tap below **Enter serial number**					
PTM_041	High	Verification , when user "Enter serial number" - invalid	Web	"123-456-789-012-345"	Serial Number with Hyphens or Dashes	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 without special characters.					
PTM_042	High	Verification , when user "Enter serial number" - invalid	Web	" 12345678901234 5 "	Serial Number with Leading and Trailing Whitespace	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 trim the leading and trailing whitespace and consider the serial number as valid.					
PTM_043	High	Verification , when user "Enter serial number" - invalid	Web	"1234567890ABCDEZ"	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_044	High	Verification , when user "Enter serial number" - invalid	Web	Empty	Empty Serial Number	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 does not meet the minimum length requirement of 15 digits.					
PTM_045	High	Verification When User " Enter Serial Number"	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" 5.user "Enter serial number"	**-->Following message should be displayed to user** Please enter your serial number below **Collect serial number feild should be displayed to user**					
PTM_046	High	Verification When User "Enter Serial Number"	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" 5.user "Enter serial number" 6.User Types serial number in the "Collect Serial Number" feild	**-->Following message should be displayed to user** **Flow proceeds to the respective issue**					

TC_ID	Priority	Title	Test Environment	Test Input	Precondition	Steps	Expected Result	QA Status	QA comments	screenshot	Dev comments															
PTM_001	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	1.User Types/Clicks on "Battery not charging"	**-->Following message should be displayed to user** Don't worry. We will check your Soundbox for free. Tap below to proceed **Proceed**																		
PTM_002	High	Verification When User Types/Clicks on "Proceed"	Web		User intend to type the following message in freeform- "Battery not charging" RED + Amber Status Revisit address = 1	1.User Types/Clicks on "Battery not charging" 2.User Clicks/Types on "Proceed"	**-->Following message should be displayed to user** %Name, I'm sorry for this. Our service agent will come and check your Soundbox at % Last_Address. If this is your current address, please confirm or change your address **Confirm address** **Change address**																		
PTM_003	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	1.User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "Proceed" 3.User Clicks/Types on "Confirm Address"	**-->Following message should be displayed to user** Alright! I've created a ticket %TicketNo. for your service request. Our service agent will reach out to you in %TAT days. **-->Follow up 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 Business app in the help and support section.																		
PTM_004	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	1.User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "Proceed" 3.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_005	High	Verification When User Clicks on "View Tickets "		All/Opened/Solved Tickets	User will type "Soundbox not charging"(freeform) 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	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	1.User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "Proceed" 3.User Types/Clicks on "Change address"	**-->Following message should be displayed to user** Please type your 6-digit Area Pincode of your new address **[Collect Pincode] field should be displayed to user**																		
PTM_007	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 type"Invalid pincode" Example - klk562/05258/	**-->Following message should be displayed to user** Oops, looks like you entered an invalid pincode. Please enter your 6-digit Area pincode																		
PTM_007	High	Verification When User enters Area pincode in more than 6-digits		PIN:14589655	.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 enters/Clicks on Area pincode in more than 6-digits	**-->Following message should be displayed to user** Oops, looks like you entered an invalid pincode. Please enter your 6-digit Area pincode																		
PTM_008	High	Verification When User enters Area pincode in less than 6-digits		PIN:149	.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 enters/Clicks on Area pincode in less than 6-digits	**-->Following message should be displayed to user** Oops, looks like you entered an invalid pincode. Please enter your 6-digit Area pincode																		
PTM_007	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 Revisit address = 1 Change address "invalid pincode"	1. User type/Clicks on"Battery not charging" 2.2.the user types/Clicks on "Proceed" 3.User type/Clicks on"Change address" 4.User type/Clicks on "invalid pincode"	The system should display an error message indicating that the PIN length is incorrect.																		
PTM_008	High	Verify that a blank (empty) PIN is not accepted.	Web	PIN: (Leave blank)	.User will type "Soundbox not charging"(freeform) RED + Amber Status Revisit address = 1 Change address "invalid pincode"	1. User type/Clicks on"Battery not charging" 2.2.the user types/Clicks on "Proceed" 3.User type/Clicks on"Change address" 4.User type/Clicks on "invalid pincode"	The system should display an error message indicating that the PIN is required.																		
PTM_009	High	Verify ,When user enters pin - invalid	Web	alphanumeric - abc123 special chars – @#1	.User will type "Soundbox not charging"(freeform) RED + Amber Status Revisit address = 1 Change address "invalid pincode"	1. User type/Clicks on"Battery not charging" 2.2.the user types/Clicks on "Proceed" 3.User type/Clicks on"Change address" 4.User type/Clicks on "invalid 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"(freeform) RED + Amber Status Revisit address = 1 Change address "invalid pincode"	1. User type/Clicks on"Battery not charging" 2.2.the user types/Clicks on "Proceed" 3.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_011	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 Revisit address = 1 Change address "invalid pincode"	1. User type/Clicks on"Battery not charging" 2.2.the user types/Clicks on "Proceed" 3.User type/Clicks on"Change address" 4.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 login again.																		

PTM_012	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 Revisit address = 1 Change address "invalid pincode"	1. User type/Clicks on"Battery not charging" 2.2.the user types/Clicks on "Proceed" 3.User type/Clicks on"Change address" 4.User type/Clicks on "invalid pincode"	The system should display a warning message indicating that CAPS LOCK is enabled, alerting the user to disable it for the PIN entry.																		
PTM_013	High	Verification When User Enter "Pincode"	Web		USER will type "Soundbox not charging"(freeform) RED + Amber Status Revisit address = 1 Valid Pincode	1.User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "Proceed" 3.User Types/Clicks on "Change address" 4.User type/Clicks on "valid pincode"	**-->Following message/Lead gen form should be displayed to user** Please fill out this form to share your address details with us Enter your address Enter your nearest landmark (e.g. mall, hospital) Enter your city Enter your state **SEND**																		
PTM_014	High	Validation -- Mandatory Field Check	Web	No data provided in any field.	The form is loaded.	1. User type/Clicks on "Battery not charging" 2.the user types/Clicks on "Proceed" 3.User type/Clicks on "Change address" 4.User type/Clicks on "valid pincode"	A message should be displayed to the user: "Please fill out this form to share your address details with us.																		
PTM_015	High	Validation --Incomplete Form Submission	Web	Partial data entered in the form fields.	The user has filled in some, but not all, of the fields.	1. User type/Clicks on "Battery not charging" 2.the user types/Clicks on "Proceed" 3.User type/Clicks on "Change address" 4.User type/Clicks on "valid pincode"	A message should be displayed to the user: "Please fill out this form to share your address details with us.																		
PTM_016	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.	1. User type/Clicks on "Battery not charging" 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, notifying the user that the address field contains invalid characters.																		
PTM_017	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	1. User type/Clicks on "Battery not charging" 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, notifying the user that the "Enter your city" field is mandatory and needs to be filled.																		
PTM_018	High	Validation --Blank Submission	Web	Submit the form with all fields left blank.	The user has not entered any information in the form.	1. User type/Clicks on "Battery not charging" 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 for each field, indicating that all fields are mandatory and need to be filled.																		
PTM_019	High	Validation --Gibberish data in all fields	Web	Submit the form with gibberish in all the fields	The user has filled gibberish data in all fields	1. User type/Clicks on "Battery not charging" 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 for each field, indicating that all fields are mandatory and need to be filled.																		
PTM_020	High	Validation --entering 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	1. User type/Clicks on "Battery not charging" 2.the user types/Clicks on "Proceed" 3.User type/Clicks on "Change address" 4.User type/Clicks on "valid pincode"	An error message or re-prompt for entering nearest landmark should be displayed to user																		
PTM_019	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 "Proceed" 3.User Types/Clicks on "Change address" 4.User type/Clicks on "valid pincode" 5. User Types/Clicks on "SEND "	**-->Following message should be displayed to user** Thank you. Our service agent will come and visit you at % Address which is near %Landmark. Tap to confirm your address, or you can also change it below. **Confirm Address** **Change Address**																		
PTM_020	High	Verification When User Types/Clicks on "Confirm Address"	Web		USER will type "Soundbox not charging"(freeform) RED + Amber Status Revisit address = 1 Change address service request	1.User Types/Clicks on "Battery not charging" 2.User Types/Click on "Proceed" 3.User Types/Clicks on "Change address" 4.User type/Clicks on "valid pincode" 5. User Types/Clicks on "SEND " 6. User Types/Clicks on "Confirm Address"	**-->Following message should be displayed to user** Alright! I've created a ticket %TicketNo. for your service request. Our service 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 service request on your Paytm for Business app in the Help and Support section.																		
PTM_021	High	Verification When User Click/Types"Confirm Address"	Web		USER will type "Soundbox not charging"(freeform) RED + Amber Status Revisit address = 1 Change address If ticket already exists	1.User Types/Clicks on "Battery not charging" 2.User Types/Click on "Proceed" 3.User Types/Clicks on "Change address" 4.User type/Clicks on "valid pincode" 5. User Types/Clicks on "SEND " 6. User Types/Clicks on "Change Address"	**-->Following message should be displayed to user** We have already created a ticket for your issue. Tap below to view it **View Ticket**																		
PTM_005	High	Verification When User Clicks on "View Tickets "	Web	All/Opened/Solved Tickets	USER will type "Soundbox not charging"(freeform) RED + Amber Status Revisit address = 1 Change address If ticket already exists	1.User Types/Clicks on "Battery not charging" 2.User Types/Click on "Proceed" 3.User Types/Clicks on "Change address" 4.User type/Clicks on "valid pincode" 5. User Types/Clicks on "SEND " 6. User Types/Clicks on "Change Address" 7.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_022	High	Verification When User Types"Change Address"	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 "Proceed" 3.User Types"Change address" 4.User type"valid pincode" 5. User Types"SEND " 6. User Types"Change Address"	**-->Following message should be displayed to user** Redirect to "Change address flow"																		
PTM_023	High	Verification When User Types/Clicks on "proceed"	Web		User will type "Soundbox not charging"(freeform) RED + Amber Status last address = 0 Change address	1.User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "Proceed"	**-->Following message should be displayed to user** Sorry, we couldn't locate an address for you. Please type your 6-digit Area Pincode of your new address .point_down. **[Collect Pincode] field should be displayed to user**																		

PTM_024		Verification When User Enters "Pincode"	Web		User will type "Soundbox not charging"(freeform) RED + Amber Status last address = 0 Change address Invalid Pincode	1. User type/Clicks on "Battery not charging" 2.user types/Clicks on "proceed" 3.User type/Clicks on "Change address" 4User Types Invalid- "Pincode"	**-->Following message should be displayed to user** Oops, looks like you entered an invalid pincode. Please enter your 6-digit Area pincode **It will ask User to enter pincode again**																		
PTM_025	High	Verify ,When user enters pin - invalid	Web	alphanumeric - abc123 special chars – @#1	User will type "Soundbox not charging"(freeform) RED + Amber Status last address = 0 Change address Invalid pincode	1. User type/clicks on "Battery not charging" 2. user types/Clicks on "Proceed" 3.User type/Clicks on"Change address" 4.User type/Click on "invalid pincode"	Appropriate message should be displayed to user																		
PTM_026	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"(freeform) RED + Amber Status last address = 0 Change address Invalid pincode	1. User type/clicks on "Battery not charging" 2. user types/Clicks on "Proceed" 3.User type/Clicks on"Change address" 4.User type/Click 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_027	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 last address = 0 Change address Invalid pincode	1. User type/clicks on "Battery not charging" 2. user types/Clicks on "Proceed" 3.User type/Clicks on"Change address" 4.User type/Click on "invalid pincode"	After a specific duration (e.g., 30 minutes), the system should automatically unlock the account and allow the user to attempt login again.																		
PTM_028	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 last address = 0 Change address Invalid pincode	1. User type/clicks on "Battery not charging" 2. user types/Clicks on "Proceed" 3.User type/Clicks on"Change address" 4.User type/Click on "invalid pincode"	The system should display a warning message indicating that CAPS LOCK is enabled, alerting the user to disable it for the PIN entry.																		
PTM_029	High	Verification When User Enter "Pincode"	Web		User will type "Soundbox not charging"(freeform) RED + Amber Status last address = 0 Change address Valid pincode	1. User type/Clicks on "Battery not charging" 2.user types/Clicks on "proceed" 3.User type/clicks on "Change address" 4User Types/Clicks on valid-"Pincode"	**-->Following message/lead gen form should be displayed to user** Please fill out this form to share your address details with us Enter your address Enter your nearest landmark (e.g. mall, hospital) Enter your city Enter your state **SEND**																		
PTM_030	High	Validation -- Mandatory Field Check	Web	No data provided in any field.	The form is loaded.	1. User type/Click on "Battery not charging" 2.user types/clicks on "proceed" 3.User type/Clicks on "Change address" 4User Types/Clicks on valid-"Pincode"	A message should be displayed to the user: "Please fill out this form to share your address details with us.																		
PTM_031	High	Validation --Incomplete Form Submission	Web	Partial data entered in the form fields.	The user has filled in some, but not all, of the fields.	1. User type/Click on "Battery not charging" 2.user types/clicks on "proceed" 3.User type/Clicks on "Change address" 4User Types/Clicks on valid-"Pincode"	A message should be displayed to the user: "Please fill out this form to share your address details with us.																		
PTM_032	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.	1. User type/Click on "Battery not charging" 2.user types/clicks on "proceed" 3.User type/Clicks on "Change address" 4User Types/Clicks on valid-"Pincode"	An error message should be displayed, notifying the user that the address field contains invalid characters.																		
PTM_033	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.	1. User type/Click on "Battery not charging" 2.user types/clicks on "proceed" 3.User type/Clicks on "Change address" 4User Types/Clicks on valid-"Pincode"	An error message should be displayed, notifying the user that the "Enter your city" field is mandatory and needs to be filled.																		
PTM_034	High	Validation --Blank Submission	Web	Submit the form with all fields left blank.	The user has not entered any information in the form.	1. User type/Click on "Battery not charging" 2.user types/clicks on "proceed" 3.User type/Clicks on "Change address" 4User Types/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_035	High	Verification When User clicks/Type on "Send"	Web		User will type "Soundbox not charging"(freeform) RED + Amber Status last address = 0 Change address	1.User type/Clicks on "Battery not charging"" 2.user types/Clicks on "proceed" 3.User Clicks on"Change address" 4.User Types/Clicks on valid-"Pincode"" 5.User Types/Clicks on "Send"	**-->Following message should be displayed to user** Thank you. Our service agent will come and visit you at % Address which is near %Landmark. Tap to confirm your address, or you can also change it below. **Confirm address** **Change address**																		
PTM_036	High	Verification When User Types/ clicks "Confirm Address"	Web		User will type "Soundbox not charging"(freeform) RED + Amber Status last address = 0 Change address service request	1.User type/Clicks on "Battery not charging"" 2.user types/Clicks on "proceed" 3.User type/Clicks on"Change address" 4.User Types/Clicks on valid-"Pincode"" 5.User Types/Clicks on "Send" 6.User Types/clicks "Confirm Address"	**-->Following message should be displayed to user** Alright! I've created a ticket %TicketNo. for your service request. Our service helpdesk 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 %TicketType request on your Paytm for Business app in the help and support section.																		
PTM_037	High	Verification When User Types/ clicks "Confirm Address"	Web		User will type "Soundbox not charging"(freeform) RED + Amber Status last address = 0 Change address If ticket already exists	1.User type/Clicks on "Battery not charging"" 2.user types/Clicks on "proceed" 3.User type/Clicks on"Change address" 4.User Types/Clicks on valid-"Pincode"" 5.User Types/Clicks on "Send" 6.User Types/clicks "Confirm Address"	**-->Following message should be displayed to user** We have already created a ticket for your issue. Tap below to view it **View Ticket**																		
PTM_005	High	Verification When User Clicks on "View Tickets "		All/Opened/Solved Tickets	User will type "Soundbox not charging"(freeform) RED + Amber Status last address = 0 Change address If ticket already exists	1.User type/Clicks on "Battery not charging"" 2.user types/Clicks on "proceed" 3.User type/Clicks on"Change address" 4.User Types/Clicks on valid-"Pincode"" 5.User Types/Clicks on "Send" 6.User Types/clicks "Confirm Address" 7.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_038	High	Verification When User Types/clicks "Change Address"	Web		User will type "Soundbox not charging"(freeform) RED + Amber Status last address = 0 Change address	1.User type/Clicks on "Battery not charging"" 2.user types/Clicks on "proceed" 3.User type/Clicks on"Change address" 4.User Types/Clicks on valid-" Pincode"" 5.User Types/Clicks on "Send" 6.User Types/clicks "Change Address"	**-->Following message should be displayed to user** Redirect to "change address flow"																	
PTM_039	High	Verification When User Types clicks "Battery not charging"	Web		User will type "Soundbox not charging"(freeform) Green v2	1. User Types/Clicks on "Battery not charging"	**-->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 and restart your device. Follow the instructions below to see how to restart your device **-->Followup Video/image should be displayed to user** **-->Followup message should be displayed to user** Did this work? Soundbox starting Soundbox not starting Not working without charger																	
PTM_040	High	Verification When User Types/ clicks "Soundbox starting"	Web		User will type "Soundbox not charging"(freeform) Green 15 minute delayed notification	1. User Types/Clicks on "Battery not charging" 2. User Types/Clicks on "Soundbox starting"	**-->Following message should be displayed to 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. **-->Followup message should be displayed to user** Can you tell me if your Soundbox is charging now? **Soundbox is charging** **Soundbox Not charging**																	
PTM_041	High	Verification When User Types/ clicks "Soundbox is charging"	Web		User will type "Soundbox not charging"(freeform) Green If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	1. User Types/Clicks on "Battery not charging" 2. User Types/Clicks on "Soundbox starting" 3.User Types/Clicks on "Soundbox is charging"	**-->Following message should be displayed to user** We are happy to know that your Soundbox is charging now. **-->Followup message should be displayed to user** You can upgrade your Soundbox for better battery life if you need to use your Soundbox for more number of hours. Tap to choose **Upgrade Soundbox** **No, thank you**																	
PTM_042	High	Verification When User Types/ clicks "Upgrade Soundbox"	Web		User will type "Soundbox not charging"(freeform) Green If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	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 "Upgrade Soundbox"	**-->Following message should be displayed to user** 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! Please tap below to upgrade your soundbox: **Upgrade Soundbox**																	
PTM_043	High	Verification When User Types/ clicks on "Upgrade Soundbox"	Web		User will type "Soundbox not charging"(freeform) Green If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	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 clicks on "Upgrade Soundbox"	**Redirect to Upgrade soundbox page**																	
PTM_043	High	Verification When User Types/Clicks on "No, thank you"	Web		User will type "Soundbox not charging"(freeform) Green If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	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** Alright! If you need any other assistance, I'm here to help you. Have a great day.																	
PTM_044	High	Verification When User Types/Clicks on "Soundbox is charging"	Web		User will type "Soundbox not charging"(freeform) Green 3.0/4g devices	1. User Types/Clicks on "Battery not charging" 2. User Types/Clicks on "Soundbox starting" 3.User Types/Click on "Soundbox is charging"	**-->Following message should be displayed to user** We are happy to know that your Soundbox is charging now.																	
PTM_045	High	Verification When User Types/Clicks on "Soundbox Not Charging"	Web		User will type "Soundbox not charging"(freeform) Green	1. User Types/clicks on "Battery not charging" 2. User Types/Clicks on "Soundbox starting" 3.User Types/Clicks on "Soundbox is Not charging"	**-->Following message should be displayed to user** %Name, I'm sorry for this. Our service agent will come and check your Soundbox at % Last_Address. If this is your current address, please confirm or change your address **Confirm Address** **Change Address**																	
PTM_007	High	Verification When User Types/Clicks on "Confirm Address"	Web		User will type "Soundbox not charging"(freeform) Green	1. User Types/clicks on "Battery not charging" 2. User Types/Clicks on "Soundbox starting" 3.User Types/Clicks on "Soundbox is Not charging" 4.User Types/Clicks on "Confirm Address"	Redirect to Confirm Address flow																	
PTM_007	High	Verification When User Types/Clicks on "Change Address"	Web		User will type "Soundbox not charging"(freeform) Green	1. User Types/clicks on "Battery not charging" 2. User Types/Clicks on "Soundbox starting" 3.User Types/Clicks on "Soundbox is Not charging" 4. User Types/Clicks on "Change Address"	Redirect to Change Address flow																	
PTM_046	High	Verification When User Type/Clicks on "Not working without Charger"	Web		User will type "Soundbox not charging"(freeform) Green	1. User Types/Clicks on "Battery not charging" 2. User Type/Clicks on "Not working without Charger"	**-->Following message should be displayed to user** %Name, I'm sorry for this. Our service agent will come and check your Soundbox at % Last_Address. If this is your current address, please confirm or change your address **Confirm Address** **Change Address**																	
PTM_007	High	Verification When User Types/Clicks on "Confirm Address"	Web		User will type "Soundbox not charging"(freeform) Green	1. User Types/Clicks on "Battery not charging" 2. User Type/Clicks on "Not working without Charger" 3.User Types/Clicks on "Confirm Address"	Redirect to Confirm Address flow																	
PTM_007	High	Verification When User Types/Clicks on "Change Address"	Web		User will type "Soundbox not charging"(freeform) Green	1. User Types/Clicks on "Battery not charging" 2. User Type/Clicks on "Not working without Charger" 3.User Types/Clicks on "Change Address"	Redirect to Change Address flow																	

PTM_047	High	Verification When User Types"Soundbox not Starting"	Web		User will type "Soundbox not charging"(freeform) Green	1. User type"Battery not charging" 2. User Types"Soundbox not Starting"	**-->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. **-->Followup message should be displayed to user** 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																				
PTM_049	High	Verification When User Types/Click on "Soundbox now working"	Web		User will type "Soundbox not charging"(freeform) Green More than 1 month delivery	1. User type/Clicks on "Battery not charging" 2. User Types/Clicks on "Soundbox not Starting" 3. User Types/Clicks on "Soundbox now working"	**-->Following message should be displayed to user** Awesome, now that it's working with a different charger, please continue using the Paytm Soundbox for accepting your payments.																			
PTM_050	High	Verification When User Types/Clicks on "Soundbox now working"	Web		User will type "Soundbox not charging"(freeform) Green Less than 1 month	1. User type/Click on "Battery not charging" 2. User Types/Click on "Soundbox not Starting" 3. User Types/Click on "Soundbox now working"	**-->Following message should be displayed to user** 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. **I need more help** **Exit chat**																			
	High	Verification, when User types/Clicks on "Exit Chat"	Web		User will type "Soundbox not charging"(freeform) Green Less than 1 month	1. User type/Click on "Battery not charging" 2. User Types/Click on "Soundbox not Starting" 3. User Types/Click on "Soundbox now working" 4.User types/Clicks on "Exit Chat"	Exit chat will close the conversation																			
PTM_051	High	Verification When User Types/Click on "I need more help "	Web		User will type "Soundbox not charging"(freeform) Green Less than 1 month	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** Redirect to Node **raise ticket/chat: non-service**																			
PTM_052	High	Verification When User Types/Clicks on "Soundbox Still not starting/Not Working without charger"	Web		User will type "Soundbox not charging"(freeform) Green	1. User type/Clicks on "Battery not charging" 2. User Types/Clicks on "Soundbox not Starting" 3.User Types/Clicks on "Soundbox Still not starting/Not Working without charger"	**-->Following message should be displayed to user** %Name, I'm sorry for this. Our service agent will come and check your Soundbox at % Last_Address. If this is your current address, please confirm or change your address **Confirm Address** **Change Address**																			
PTM_007	High	Verification When User Types/Clicks on "Confirm Address"	Web		User will type "Soundbox not charging"(freeform) Green	1. User type/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 "Confirm Address"	Redirect to Confirm Address flow																			
PTM_007	High	Verification When User Types/Clicks on "Change Address"	Web		User will type "Soundbox not charging"(freeform) Green	1. User type/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"	Redirect to Change Address flow																			
PTM_054	High	Verification When User Types/Clicks on "Battery not charging"	Web		User will type "Soundbox not charging"(freeform) Green 2.0, 3.0	1. User Types/Clicks on "Battery not charging"	**-->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. You will see a red LED light next to your charging pin. Please refer to the image below to see where to check it **-->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** **No**																			
PTM_055	High	Verification When User Types/Clicks on "Yes"	Web		User will type "Soundbox not charging"(freeform) Green 2.0, 3.0 15 minute delayed notification	1. User Types/Click on "Battery not charging" 2.User Types/Click on "Yes"	**-->Following message should be displayed to 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. **-->Followup message should be displayed to user** Can you tell me if your Soundbox is charging now? Soundbox is charging Soundbox Not charging																			
PTM_056	High	Verification When User Types/Click on "Soundbox is charging"	Web		User will type "Soundbox not charging"(freeform) Green 2.0, 3.0 If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	1. User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "Yes" 3. User Types/Clicks on "Soundbox is charging"	**-->Following message should be displayed to user** We are happy to know that your Soundbox is charging now. **-->Followup message should be displayed to user** You can upgrade your Soundbox for better battery life if you need to use your Soundbox for more number of hours. Tap to choose **Upgrade Soundbox No, thank you**																			
PTM_057	High	Verification When User Types/Clicks on "Upgrade Soundbox"	Web		User will type "Soundbox not charging"(freeform) Green 2.0, 3.0 If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	1. User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "Yes" 3. User Types/Clicks on "Soundbox is charging" 4. User Types/Clicks on "Upgrade Soundbox"	**-->Following message should be displayed to user** 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! Please tap below to upgrade your soundbox: **Upgrade Soundbox**																			
PTM_058	High	Verification When User Types/ clicks on "Upgrade Soundbox"	Web		User will type "Soundbox not charging"(freeform) Green 2.0, 3.0 If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	1. User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "Yes" 3. User Types/Clicks on "Soundbox is charging" 4. User Types/Clicks on "Upgrade Soundbox" 5.User clicks on "Upgrade Soundbox"	**Redirect to Upgrade soundbox page**																			

PTM_058	High	Verification When User Types/Clicks on "No, thank you"	Web		User will type "Soundbox not charging"(freeform) Green 2.0, 3.0 If 2G/2.0/v2 devices upgrade to Soundbox 3.0 4g	1. User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "Yes" 3. User Types/Clicks on "Soundbox is charging" 4. User Types/Clicks on "No, thank you"	**-->Following message should be displayed to user** Alright! If you need any other assistance, I'm here to help you. Have a great day.																	
PTM_059	High	Verification When User Types/Clicks on "Soundbox is charging"	Web		User will type "Soundbox not charging"(freeform) Green 2.0, 3.0 3.0/4g devices	1. User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "Yes" 3. User Types/Clicks on "Soundbox is charging"	**-->Following message should be displayed to user** We are happy to know that your Soundbox is charging now.																	
PTM_060	High	Verification When User Types/Clicks on "Soundbox Not Charging"	Web		User will type "Soundbox not charging"(freeform) Green 2.0, 3.0	1. User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "Yes" 3. User Types/Clicks on "Soundbox Not Charging"	**-->Following message should be displayed to user** %Name, I'm sorry for this. Our service agent will come and check your Soundbox at % Last_Address. If this is your current address, please confirm or change your address **Confirm Address** **Change Address**																	
PTM_007	High	Verification When User Types/Clicks on "Confirm Address"	Web		User will type "Soundbox not charging"(freeform) Green 2.0, 3.0	1. User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "Yes" 3.User Types/Clicks on "Soundbox Not Charging" 4.User Types/Clicks on "Confirm Address"	Redirect to Confirm Address flow																	
PTM_007	High	Verification When User Types/Clicks on "Change Address"	Web		User will type "Soundbox not charging"(freeform) Green 2.0, 3.0	1. User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "Yes" 3.User Types/Clicks on "Soundbox Not Charging" 4.User Types/Clicks on "Change Address"	Redirect to Change Address flow																	
PTM_061	High	Verification When User Types/Clicks on "NO"	Web		User will type "Soundbox not charging"(freeform) Green 2.0, 3.0	1. User Types/Clicks on "Battery not charging" 2.User Types/Clicks on "No"	**-->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. **-->Followup message should be displayed to user** 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																	
PTM_063		Verification When User Types/Clicks on "Soundbox now working"			User will type "Soundbox not charging"(freeform) Green 2.0, 3.0 More than 1 month delivery	1. User types/Clicks on "Battery not charging" 2.User type/Clicks on "NO" 3.User Types/Clicks on "Soundbox now working"	**-->Following message should be displayed to user** Awesome, now that it's working with a different charger, please continue using the Paytm Soundbox for accepting your payments.																	
PTM_064		Verification When User Types/Clicks on "Soundbox now working"			User will type "Soundbox not charging"(freeform) Green 2.0, 3.0 Less than 1 month	1. User type/Click on "Battery not charging" 2 User type/Click on "NO" 3.User Types/Click on "Soundbox now working"	**-->Following message should be displayed to user** 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. **I need more help** **Exit chat**																	
PTM_065		Verification When User Types/Click on "I need more help "			User will type "Soundbox not charging"(freeform) Green 2.0, 3.0 Less than 1 month	1. User type/Click on "Battery not charging" 2.User type/Click on "NO" 3.User Types/Click on "Soundbox now working" 4. User Types/Click on "I need more help "	**-->Following message should be displayed to user** Redirect to Node **raise ticket/chat: non-service**																	
PTM_065		Verification When User Types/Click on " Exit Chat"			User will type "Soundbox not charging"(freeform) Green 2.0, 3.0 Less than 1 month	1. User type/Click on "Battery not charging" 2 User type/Click on "NO" 3.User Types/Click on "Soundbox now working" 4. User Types/Click on"Exit Chat"	**-->Following message should be displayed to user** **Exit chat will close the conversation**																	
PTM_066		Verification When User Types/Clicks on "Soundbox Still not starting"Not Working without charger""			User will type "Soundbox not charging"(freeform) Green 2.0, 3.0	1. User type/Clicks on "Battery not charging" 2.User type/Clicks on "NO" 3.User Types/Clicks on "Soundbox Still not starting"Not Working without charger""	**-->Following message should be displayed to user** %Name, I'm sorry for this. Our service agent will come and check your Soundbox at % Last_Address. If this is your current address, please confirm or change your address **Confirm Address** **Change Address**																	
PTM_007	High	Verification When User Types/Clicks on "Confirm Address"	Web		User will type "Soundbox not charging"(freeform) Green 2.0, 3.0	1. User type/Clicks on "Battery not charging" 2.User type/Clicks on "NO" 3.User Types/Clicks on "Soundbox Still not starting"Not Working without charger"" 4.User Types/Clicks on "Confirm Address"	Redirect to Confirm Address flow																	
PTM_007	High	Verification When User Types/Clicks on "Change Address"	Web		User will type "Soundbox not charging"(freeform) Green 2.0, 3.0	1. User type/Clicks on "Battery not charging" 2.User type/Clicks on "NO" 3.User Types/Clicks on "Soundbox Still not starting/Not Working without charger" 4.User Types/Clicks on "Confirm Address"	Redirect to Change Address flow																	

TC_ID	Priority	Title	Test Environment	Test Inputs	Precondition	Steps	Expected Result	QA Status	QA comments	screenshot	Dev comments															
PTM_001	High	Verification When User Types "Troubleshooting"	Web			1.User Types/Clicks on "Troubleshooting"	**-->Following message should be displayed to user** Hi, I'm your Paytm Personal assistant. How can I help you today? Would you like to continue in %defaultlanguage, or change the language? **Yes** **No**																			
PTM_002	High	Verification , When User Types/Clicks on "No"	Web			1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No"	**-->Following message should be displayed to user** Please select your preferred language from the list below %Language 1 %Language 2 %Language 3 %Language 4																			
PTM_003	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	**-->Following message should be displayed to user** Tap below to choose the issue you are facing with your Soundbox Soundbox not working Issue with my rental Order new Soundbox Track Soundbox status																			
PTM_004	High	Verification , When User Types/Clicks on "Issue with my rental"	Web			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 "Issue with my rental"	**-->Following message should be displayed to user** Redirect To Node **E-Rental Flow**																			
PTM_005	High	Verification , When User Types/Clicks on "Order new Soundbox"	Web			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 "Order new Soundbox"	**-->Following message should be displayed to user** Great choice! The all new 4GSoundbox 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 know more and buy the Soundbox **Buy Soundbox**																			
PTM_005	High	Verification , When User Types/Clicks on "Buy Soundbox "	Web			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 "Order new Soundbox" 5.User Types/Clicks on "Buy Soundbox "	Redirect to "user clicks on "Buy Soundbox "" page																			
PTM_006	High	Verification, when User Types/Clicks on "Track Soundbox Status"	Web			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 "Track Soundbox Status"	**-->Following message should be displayed to user** **Redirect to Soundbox order issue**																			
PTM_007	High	Verification, when User Types/Clicks on "Soundbox Not Working"	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"	**-->Following message should be displayed to user** 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**																			
PTM_008	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" 5.User Types/Clicks on "Try again "	**-->Following message should be displayed to user** Not to worry %Name. I've created a ticket %TicketNo. for you. **-->Followup message should be displayed to user** Our agent will reach out to you in %TAT days or you can call Customer Support on 0120 4440 440 for more help.																			
PTM_009	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" 5.User Types/Clicks on "Try again "	**-->Followup message should be displayed to user** 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.																			
PTM_010	High	Verification, when User Types/Clicks on "Soundbox Not Working"	Web		>1 Device Found	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"	**-->Following GIF should be displayed to user** **-->Followup message should be displayed to user** I have found %number Soundboxes registered with your merchant account. Please have your Soundbox near you and select the serial number you need help with **-->Followup message should be displayed to user** %Soundbox_Serial_no %Soundbox_Serial_no %Soundbox_Serial_no Other Serial Number																			
PTM_012	High	Verification, when User Types/Clicks on "Other serial number"	Web		>1 Device Found	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"	**-->Following message should be displayed to user** Please find the serial number of your Soundbox, and type it below																			

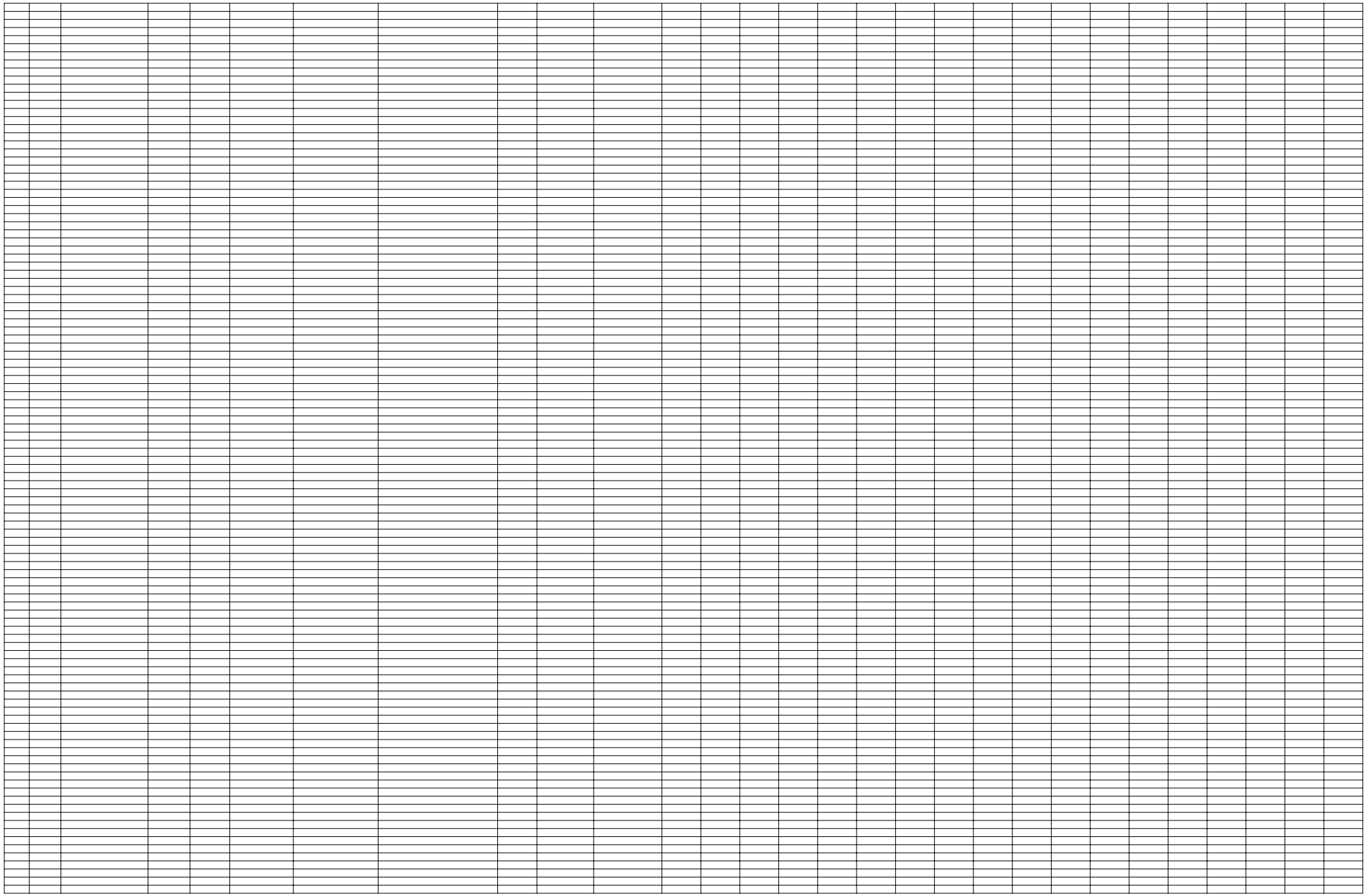
PTM_013	High	Verification, when User Enter " Serial Number"	Web		>1 Device Found Invalid Serial Number	1.User Types/Clicks on "Troubleshooting" 2.User Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5.User Types/Clicks on "Other serial number" 6.User Enter serial number	**-->Following message should be displayed to user** Oops, looks like you entered an invalid serial number. Please find the serial number at the back of your Soundbox, and type it below **Bot will ask to re-enter serial number**																			
PTM_015	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	1.User Types/Clicks on "Troubleshooting" 2.User Clicks on "No" 3.User Clicks on any Language from List 4.User Clicks on "Soundbox Not Working" 5.User Clicks on "Other serial number" 6. "Collect Serial Number"	The system should reject the serial number, as it should only contain numeric digits without special characters.																			
PTM_016	High	Verification, when User types/Clicks on serial number in "Collect Serial Number" field	Web	" 123456789012345 "	Serial Number with Leading and Trailing Whitespace	1.User Types/Clicks on "Troubleshooting" 2.User Clicks on "No" 3.User Clicks on any Language from List 4.User Clicks on "Soundbox Not Working" 5.User Clicks on "Other serial number" 6. "Collect Serial Number"	The system should trim the leading and trailing whitespace and consider the serial number as valid.																			
PTM_017	High	Verification, when User types/Clicks on serial number in "Collect Serial Number" field	Web	"123456789OABCDEZ"	Serial Number with Alphabetic Characters	1.User Types/Clicks on "Troubleshooting" 2.User Clicks on "No" 3.User Clicks on any Language from List 4.User Clicks on "Soundbox Not Working" 5.User Clicks on "Other serial number" 6. "Collect Serial Number"	The system should reject the serial number, as it should only contain numeric digits.																			
PTM_018	High	Verification, when User types/Clicks on serial number in "Collect Serial Number" field	Web	Empty	Empty Serial Number	1.User Types/Clicks on "Troubleshooting" 2.User Clicks on "No" 3.User Clicks on any Language from List 4.User Clicks on "Soundbox Not Working" 5.User Clicks on "Other serial number" 6. "Collect Serial Number"	The system should reject the serial number as it does not meet the minimum length requirement of 15 digits.																			
PTM_019	High	Verification, when User types/Clicks on serial number in "Collect Serial Number" field	Web	"12#45567890@345"	Serial Number with Special Characters	1.User Types/Clicks on "Troubleshooting" 2.User Clicks on "No" 3.User Clicks on any Language from List 4.User Clicks on "Soundbox Not Working" 5.User Clicks on "Other serial number" 6. "Collect Serial Number"	The system should reject the serial number, as it should only contain numeric digits.																			
PTM_020	High	Verification, when User types/Clicks on serial number in "Collect Serial Number" field	Web	"12345678901234" "123456789012 3456"	Serial Number Too Long/Too short	1.User Types/Clicks on "Troubleshooting" 2.User Clicks on "No" 3.User Clicks on any Language from List 4.User Clicks on "Soundbox Not Working" 5.User Clicks on "Other serial number" 6. "Collect Serial Number"	The system should reject the serial number as it exceeds the allowed 15-digit length. -- Serial no too long The system should reject the serial number as it does not meet the required 15-digit length. -- Serial no -too short																			
PTM_021	High	Verification, when User Clicks/types serial number in "Collect Serial Number" field	Web		>1 Device Found 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 Not Working" 5.User Types/Clicks on "Other serial number" 6.User Types/Clicks on "Collect Serial Number"	**-->Following message should be displayed to user** Sorry, you've exhausted the limit to enter the serial number.																			
PTM_022	High	Verification, when User Enter " Serial Number"	Web		>1 Device Found 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 Not Working" 5.User Types/Clicks on "Other serial number" 6.User Enter"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** Our agent will reach out to you in %TAT days or you can call Customer Support on 0120 4440 440 for more help. **-->Follow up message should be displayed to user** 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. **-->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 Exit chat																			
PTM_023	High	Verification, when User types/Clicks on "Main Menu"	Web		>1 Device Found 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 Not Working" 5.User Types/Clicks on "Other serial number" 6.User Enter"Serial number" 7.User types/Clicks on "Main Menu"	Bot will redirect to welcome message page																			
	High	Verification, when User types/Clicks on "Exit Chat"	Web		>1 Device Found 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 Not Working" 5.User Types/Clicks on "Other serial number" 6.User Enter"Serial number" 7.User types/Clicks on "Exit Chat"	Exit chat will close the conversation																			
PTM_024		Verification, when User Types/Clicks on "%Soundbox_Serial_no"	Web		>1 Device Found	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 "% Soundbox_Serial_no"	**-->Following message should be displayed to user** Response according to the status SD Card and Battery working fine/Battery needs replacement / Soundbox needs replacement/ Insufficient Battery /Insufficient battery and still charging.-User calling before 30 mins/ Device is currently charging/ Device is offline/ Device is offline & Discharged /Device is offline and merchant is retrying before 30 mins /Network Outage API Failure																			

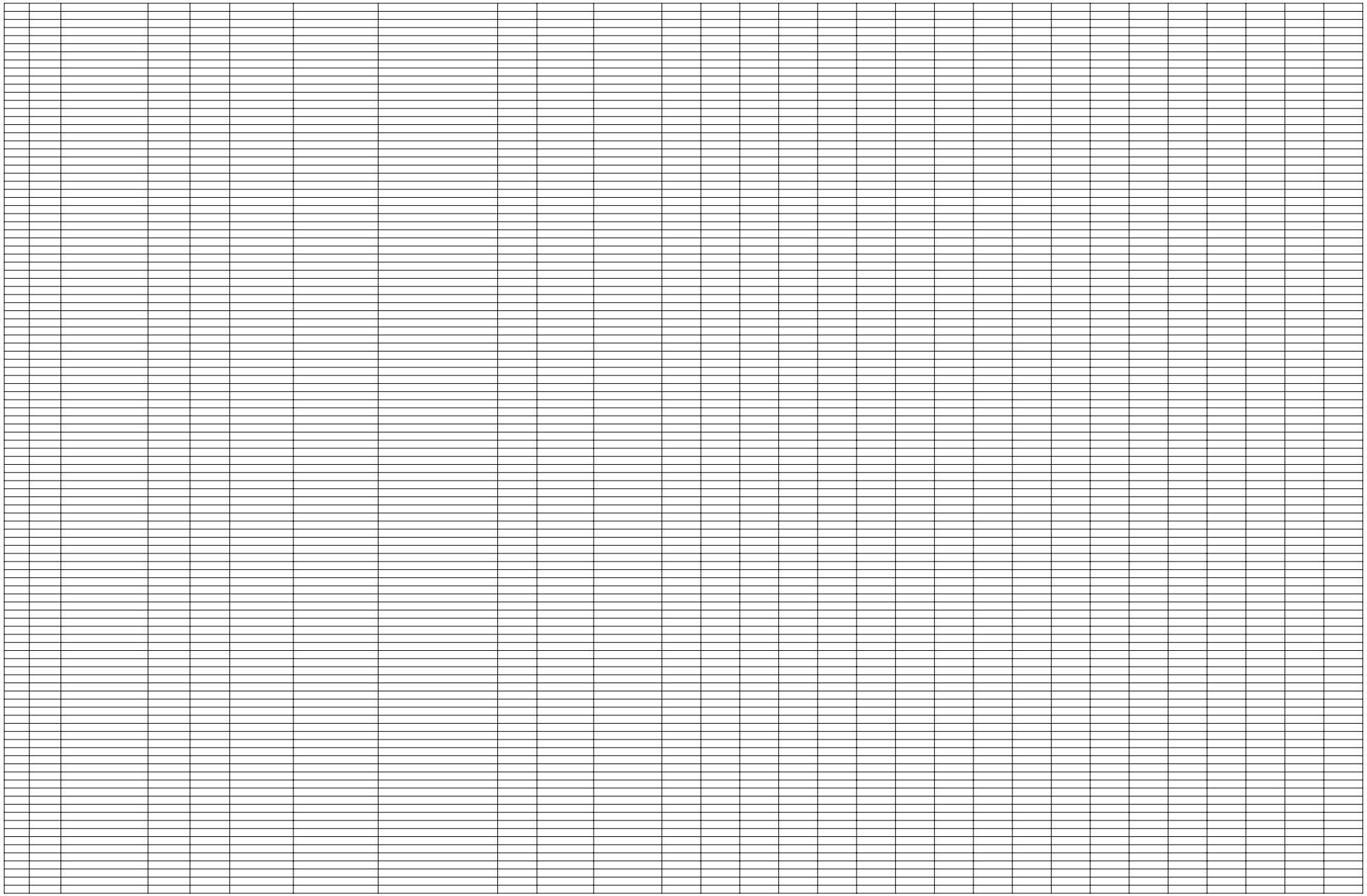
PTM_025	High	Verification, when User Types/Clicks on "Soundbox Not Working"	Web		1 Device Found Device Model= OAK4GQ1 --No	1.User Types/Clicks on "Troubleshooting" 2.User Types/Clicks on "No" 3.User Types/Clicks on any Language from List 4.User Types/Clicks on "Soundbox Not Working"	**-->Following Message 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		1 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** Redirect 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"	**-->Following message should be displayed to user** No worries! We're going to do a quick check of your Soundbox. It will take 1-2 minutes and your Soundbox will restart and play a test message in this process. Tap below to start the troubleshooting of your Soundbox **Start Testing**																			
PTM_028	High	Verification, when User Types/Clicks on "Start Testing"	Web		1 Device Found Device Model= OAK4GQ1 -- 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 Not 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	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 "Menu"	Redirect to welcome message page																			
PTM_029	High	Verification, when User Types/Clicks on "Start Testing"	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 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 facing with your Soundbox **Sound not coming** **Charger is broken** **Battery draining fast** **Other issue**																			
PTM_030	High	Verification, when User Types/Clicks on "Sound not coming"	Web		1 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"	**-->Following 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= 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" 7.User Types/Clicks on " Test it now"	**-->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= 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" 7.User Types/Clicks on " Test it now" 8.User Types/Clicks on " No"	**-->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= 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" 7.User Types/Clicks on " Test it now" 8.User Types/Clicks on " Yes"	**-->Following Message should be displayed to user** Great! It looks like your soundbox is working properly now.																			
PTM_034	High	Verification, when User Types/Clicks on " Yes"	Web		1 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" 7.User Types/Clicks on " Test it now" 8.User Types/Clicks on " Yes"	**-->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** **Exit chat**																			
PTM_023	High	Verification, when User types/Clicks on "Main Menu"	Web		1 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" 7.User Types/Clicks on " Test it now" 8.User Types/Clicks on " Yes" 9.User types/Clicks on "Main Menu"	Bot will redirect to welcome message page																			

	High	Verification, when User types/Clicks on "Exit Chat"	Web		1 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" 7.User Types/Clicks on " Test it now" 8.User Types/Clicks on " Yes" 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= OAK4GQ1 → 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 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"	**-->Following message should be displayed to user** Redirect To Node **Service Ticket Creation**																			
PTM_036	High	Verification, when User Types/Clicks on"Battery draining fast /Other issue"	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 any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing" 6.User Types/Clicks on"Battery draining fast /Other issue"	**-->Following message should be displayed to user** Redirect To Node **Raise a ticket**																			
PTM_038	High	Verification, when User Types/Clicks on "Charger is broken"	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 any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing" 6.User Types/Clicks on "Charger is broken"	**-->Followup message should be displayed to user** Uh-Oh! Please get a new charger for your soundbox. I've created a ticket %TicketNo. to refund Rs. 100 to your account for the same. **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** **Exit chat**																			
PTM_023	High	Verification, when User types/Clicks on "Main Menu"	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 any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing" 6.User Types/Clicks on "Charger is broken" 7.User types/Clicks on "Main Menu"	Bot will redirect to welcome message page																			
	High	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 any Language from List 4.User Types/Clicks on "Soundbox Not Working" 5. User Types/Clicks on "Start Testing" 6.User Types/Clicks on "Charger is broken" 7.User types/Clicks on "Exit Chat"	Exit chat will close the conversation																			
PTM_039	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/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 battery needs to be replaced. Please note, 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 ticket "	**-->Followup message should be displayed to user** Redirect To Node **Service Ticket Creation**																			
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 "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 not working properly and it needs to be replaced. Please note, there will be no additional charges for it. Let me create a ticket for you. Tap below to proceed **Raise a ticket**																			
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 "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"	**-->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= OAK4GQ1 → YES Insufficient Battery	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 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 "Start Testing" 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 soundbox issue. Meanwhile please ensure your soundbox is charging.																				
PTM_046	High	Verification, when User Types/Clicks on "Start Testing"	Web		1 Device Found Device Model= OAK4GQ1 → YES Device is currently charging	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 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		1 Device Found Device Model= OAK4GQ1 → YES Device is currently charging	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 "Test Soundbox"	**-->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	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 are unable to connect with your device. To continue the troubleshooting, please charge your soundbox for at least 30 minutes. **Request a callback**																				
PTM_049	High	Verification, when User Types/Clicks on "Request a callback "	Web		1 Device Found Device Model= OAK4GQ1 → YES Device is offline	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 "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_050	High	Verification, when User Types/Clicks on "Request a callback "	Web		1 Device Found Device Model= OAK4GQ1 → YES Device is offline	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 "Request a callback "	**-->Follow up Message should be displayed to user** 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. **-->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** **Exit chat**																				
PTM_023	High	Verification, when User types/Clicks on "Main Menu"	Web		1 Device Found Device Model= OAK4GQ1 → YES Device is offline	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 "Request a callback " 7.User types/Clicks on "Main Menu"	Bot will redirect to welcome message page																				
	High	Verification, when User types/Clicks on "Exit Chat"	Web		1 Device Found Device Model= OAK4GQ1 → YES Device is offline	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 "Request a callback " 7.User types/Clicks on "Exit Chat"	Exit chat will close the conversation																				
PTM_051	High	Verification, when User Types/Clicks on "Start Testing"	Web		1 Device Found Device Model= OAK4GQ1 → 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 Not Working" 5. User Types/Clicks on "Start Testing"	**-->Following message should be displayed to user** We see that your device has been not charged for more than %discharge_time days. In order to do a complete testing of your device, please charge your soundbox for at least 30 minutes. **Request a callback**																				
PTM_052	High	Verification, when User Types/Clicks on "Request a callback "	Web		1 Device Found Device Model= OAK4GQ1 → 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 Not Working" 5. User Types/Clicks on "Start Testing" 6.User 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		1 Device Found Device Model= OAK4GQ1 → 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 Not Working" 5. User Types/Clicks on "Start Testing" 6.User Types/Clicks on "Request a callback "	**-->Followup Message should be displayed to user** 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. **-->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 exit chat **Main Menu** **Exit chat**																				
PTM_023	High	Verification, when User types/Clicks on "Main Menu"	Web		1 Device Found Device Model= OAK4GQ1 → 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 Not Working" 5. User Types/Clicks on "Start Testing" 6.User Types/Clicks on "Request a callback " 7.User types/Clicks on "Main Menu"	Bot will redirect to welcome message page																				

	High	Verification, when User types/Clicks on "Exit Chat"	Web		1 Device Found Device Model= OAK4GQ1 -- 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 Not Working" 5. User Types/Clicks on "Start Testing" 6.User Types/Clicks on "Request a callback" 7.User types/Clicks on "Exit Chat"	Exit chat will close the conversation																		
PTM_054	High	Verification, when User Types/Clicks on "Start Testing"	Web		1 Device Found Device Model= OAK4GQ1 -- YES Device is offline and merchant is retrying 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 and turn it on once it is charged																		
PTM_055	High	Verification, when User Types/Clicks on "Start Testing"	Web		1 Device Found Device Model= OAK4GQ1 -- YES Network Outage	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 see that your area is facing a network outage from %NetworkProvider. This should be fixed from Airtel's end in sometime. Please try 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 exit chat Main Menu Exit chat																		
PTM_023	High	Verification, when User types/Clicks on "Main Menu"	Web		1 Device Found Device Model= OAK4GQ1 -- YES Network Outage	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																		
	High	Verification, when User types/Clicks on "Exit Chat"	Web		1 Device Found Device Model= OAK4GQ1 -- YES Network Outage	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 "Exit Chat"	Exit chat will close the conversation																		
PTM_057	High	Verification, when User Types/Clicks on "Start Testing"	Web		1 Device Found Device Model= OAK4GQ1 -- YES API Failure	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 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**																		
PTM_058	High	Verification, when User Types/Clicks on "Try again"	Web		1 Device Found Device Model= OAK4GQ1 -- YES API Failure	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 "Try again"	**-->Followup 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** Our agent will reach out to you in %TAT days or you can call Customer Support on 0120 4440 440 for more help. **-->Follow up message should be displayed to user** 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.																		
PTM_060	High	Verification, when User Types/Clicks on "Soundbox Not Working"	Web		0 Device found	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** We found out that there is no Soundbox associated with your number. You can now buy the all new 4G Soundbox which 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! **-->Followup message should be displayed to user** To know more and place an order, tap below Place an order																		
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"	Bot will Redirect to place an order page																		





TC_ID	Priority	Title	Test Environment	Test Input	Precondition	Steps	Expected Result	QA Status	QA comments	screenshot	Dev comments
PTM_001	High	Verification of startinf of IVA flow, When User Types/Clicks on "Rental Issues"	Web		.User Types "Rental Issues" (freeform) .Lifetime	1. User Types/Clicks on "Rental Issues"	**-->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. **-->Followup message should be displayed to user** You will not be charged any more rental fee. For any other issues/queries related to soundbox rental charges, please click on an option below Wrongly Charged Missold rental fees Restart the chat				
PTM_003	High	Verification When User Types/Clicks on "Wrongly Charged /Missold Rental fees"	Web		.USER will type "Rental issues" (freeform) .Lifetime Non Service Ticket	1. User Types/Clicks on "Rental Issues" 2. User Types/Clicks on "Wrongly Charged/Missold Rental fees"	**-->Following message should be displayed to user** Alright! I've created a ticket %TicketNo. Our helpdesk 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 request on your Paytm for Bussiness app in the help and support section.				
PTM_004	High	Verification When User Types/Clicks on "Wrongly Charged /Missold Rental fees"	Web		..USER will type "Rental issues"(freeform) .Lifetime Premium And Ultra premium Check	1. User Types/Clicks on "Rental Issues" 2. User Types/Clicks on "Wrongly Charged/Missold Rental fees"	-->Following message should be displayed to user 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				
PTM_005	High	Verification When User Types/Clicks on Chat with an Expert "	Web		..USER will type "Rental issues"(freeform) .Lifetime Premium And Ultra premium Check	1. User Types/Clicks on "Rental Issues" 2. User Types/Clicks on "Wrongly Charged/Missold Rental fees" 3.User Types/Clicks on"Chat with an Expert "	-->Following message should be displayed to user Done! I 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... API INTEGRATION TO Push the chat to an agent				
PTM_006	High	Verification When User Types /Clicks on Chat with an Expert "	Web		..USER will type "Rental issues"(freeform) .Lifetime Premium And Ultra premium Check	1. User Types/Clicks on "Rental Issues" 2. User Types/Clicks on "Wrongly Charged/Missold Rental fees" 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/Agent not available/outside office hours	1. User Types/Clicks on "Rental Issues" 2. User Types/Clicks on "Wrongly Charged/Missold Rental fees" 3.User Types/Clicks on"Chat with an Expert "	**-->Following message should be displayed to user** -->Alright! 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 Paytm for Bussiness app in the help and support section.				
PTM_025	High	Verification when user click/Type "Chat with an expert"	Web		If Agent available/ office hours	1. User Types/Clicks on "Rental Issues" 2. User Types/Clicks on "Wrongly Charged/Missold Rental fees" 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	1. User Types/Clicks on "Rental Issues" 2. User Types/Clicks on "Wrongly Charged/Missold Rental fees" 3.User Types/Clicks on"Chat with an Expert "	proper error message should be displayed to user				
PTM_007	High	Verification When User Types/Clicks on "Rental Issues"	Web		.User Types "Rental Issues" (freeform) .Easy Monthly Subscriber	1. User Types/Clicks on "Rental Issues"	**-->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 % nextdueDate. Tap below to view your previous rental charges. **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 Restart the chat				
PTM_008	High	Verification When User Types/Clicks on "My Previous Rental Charges "	Web		.User Types "Rental Issues" (freeform) .Easy Monthly Subscriber	1. User Type/Clicks on "Rental Issues" 2.User Types/Clicks on "My Previous Rental Charges"	**Redirect to My previous rental charges page**				
PTM_010	High	Verification When User Types/Clicks on "Wrong/extra charges /Multiple deductions"	Web		.USER will type "Rental issues" (freeform) .Easy Monthly subscriber Non Service Ticket	1. User Type/Clicks on "Rental Issues" 2.User type/Clicks on "Wrong/extra charges/ Multiple deductions"	**-->Following message should be displayed to user** Alright! I've created a ticket %TicketNo. Our helpdesk 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 request on your Paytm for Bussiness app in the help and support section.				
PTM_011	High	Verification When User Types/Clicks on "Wrong/extra charges /Multiple deductions"	Web		.USER will type "Rental issues" (freeform) .Easy Monthly subscriber Premium and Ultra Premium Check	1. User Type/Clicks on "Rental Issues" 2.User type/Clicks on "Wrong/extra charges/ Multiple deductions"	-->Following message should be displayed to user 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				
PTM_012	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 Type/Clicks on "Rental Issues" 2.User type/Clicks on "Wrong/extra charges/ Multiple deductions" 3.User Types/Clicks on "Chat with an Expert "	-->Following message should be displayed to user Done! I have asked one of my agents to get back to you.				

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 Type/Clicks on "Rental Issues" 2.User type/Clicks on "Wrong/extra 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/Agent not available/outside office hours	1. User Type/Clicks on "Rental Issues" 2.User type/Clicks on "Wrong/extra charges/ Multiple deductions" 3.User Types/Clicks on "Chat with an Expert "	**-->Following message should be displayed to user** -->Alright! 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 Paytm for Bussiness app in the help and support section.				
PTM_025	High	Verification when user click/Type "Chat with an expert"	Web		If Agent available/ office hours	1. User Type/Clicks on "Rental Issues" 2.User type/Clicks on "Wrong/extra charges/ 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	1. User Type/Clicks on "Rental Issues" 2.User type/Clicks on "Wrong/extra charges/ Multiple deductions" 3.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 Environment	Test Input	Precondition	Steps	Expected Result	QA Status	QA comments	screenshot	Dev comments	
PTM_001	High	Verification of IVA flow When User Types/Clicks on "No Sound"	Web	1. There is no sound 2. Sound is not audible 3. I'm not able to hear the sound etc.		1. User Types /Clicks on "No Sound"--For All devices "	**-->Following message should be displayed to user** 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. **-->Followup Image should be displayed to user** **-->Followup message should be displayed to user** 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					
PTM_003	High	Verification When User Types/Clicks on "Stable blue light "	Web			1. User Types /Clicks on "No Sound"--For All devices " 2.User Types/Clicks on "Stable blue 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 **-->Following Video/Image should be displayed to user** **-->Followup message should be displayed to user** You may also try a test transaction to check if your Soundbox is working fine. Did this work? Yes No					
PTM_005	High	Verification When User Types/Clicks on "Yes "	Web			1. User Types /Clicks on "No Sound"--For All devices " 2.User Types/Clicks on "Stable blue light " 3.User Types /Clicks on "Yes "	**-->Following message should be displayed to user** Great, now that your Soundbox is working. Please continue using it for payment notifications.					
PTM_006	High	Verification When User Types /Clicks on "No"	Web			1. User Types /Clicks on "No Sound"--For All devices " 2.User Types/Clicks on "Stable blue light " 3.User Types/Clicks on "No"	**-->Following message should be displayed to user** Don't worry. We will check your Soundbox for free. Tap below to proceed **Proceed**					
PTM_007	High	Verification When User Types/Clicks on "Proceed"	Web			1. User Types /Clicks on "No Sound"--For All devices " 2.User Types/Clicks on "Stable blue light " 3.User Types/Clicks on "No" 4. User Types/Clicks on "Proceed"	**-->Following message should be displayed to user** %Name, I'm sorry for this. Our service agent will come and check your Soundbox at %Last_Address. If this is your current address, please confirm or change your address **Confirm address** **Change address**					
PTM_007	High	Verification When User Types/Clicks on "Confirm Address"	Web			1. User Types /Clicks on "No Sound"--For All devices " 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"	Redirect to Confirm Address flow					
PTM_007	High	Verification When User Types/Clicks on "Change Address"	Web			1. User Types /Clicks on "No Sound"--For All devices " 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 "Change Address"	Redirect to Change Address flow					
PTM_008	High	Verification When User Types/Clicks on "Blinking blue light/Any other light "	Web			1. User type/Clicks on "No Sound"--For All devices " 2.User Types/Clicks on "Blinking blue light/Any other light "	**-->Following message should be displayed to user** Does your Soundbox give no notifications or sound at all? Or does it give some notifications (like start-up messages/some announcements)? To proceed, please pick an option below. **No notifications** **Some notifications**					
PTM_009	High	Verification When User Types/Clicks on "Some Notifications"	Web			1. User type/Clicks on "No Sound"--For All devices " 2.User Types/Clicks on "Blinking blue light/Any other light " 3.User Types/Clicks on "Some Notifications"	**-->Following message should be displayed to user** Don't worry. We will check your Soundbox for free. Tap below to proceed **Proceed**					
PTM_010	High	Validation When User Types/Clicks on "Proceed "	Web			1. User type/Click on "No Sound"--For All devices " 2.User Types/Click on "Blinking blue light/Any other light " 3.User Types/Click on "Some Notifications" 4. When User Types/Click on "Proceed "	**-->Following message should be displayed to user** %Name, I'm sorry for this. Our service agent will come and check your Soundbox at %Last_Address. If this is your current address, please confirm or change your address **Confirm address** **Change address**					
PTM_007	High	Verification When User Types/Click on "Confirm Address"	Web			1. User type/Click on "No Sound"--For All devices " 2.User Types/Click on "Blinking blue light/Any other light " 3.User Types/Click on "Some Notifications" 4. When User Types/Click on "Proceed " 5.User Types/Clickon "Confirm Address"	Redirect to Confirm Address flow					
PTM_007	High	Verification When User Types/Click on "Change Address"	Web			1. User type/Click on "No Sound"--For All devices " 2.User Types/Click on "Blinking blue light/Any other light " 3.User Types/Click on "Some Notifications" 4. When User Types/Click on "Proceed " 5.User Types/Click on "Change Address"	Redirect to Change Address flow					

PTM_011	High	Verification When User Click/Types "No Notifications"	Web			1. User type/Click on "No Sound"--For All devices " 2.User Types/Click on "Blinking blue light/Any other light " 3.User Types/Click on "No Notifications"	**-->Following message should be displayed to user** This could be a SIM/network issue. Please take out and reinsert your SIM. To know how to reinsert your SIM, follow the instructions below to see how to restart your device **-->Followup image/video should be displayed to user** **-->Followup message should be displayed to user** 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					
PTM_013	High	Verification When User Types /Clicks on "No"	Web			1. User type/Click on "No Sound"--For All devices " 2.User Types/Click on "Blinking blue light/Any other light " 3.User Types/Click on "No Notifications" 4.User Types /Clicks on"No"	**-->Following message should be displayed to user** Don't worry. We will check your Soundbox for free. Tap below to proceed **Proceed**					
PTM_010	High	Validation When User Types/Clicks on "Proceed "	Web			1. User type/Click on "No Sound"--For All devices " 2.User Types/Click on "Blinking blue light/Any other light " 3.User Types/Click on "No Notifications" 4.User Types /Clicks on"No" 5.User Types/Clicks on "Proceed "	**-->Following message should be displayed to user** %Name, I'm sorry for this. Our service agent will come and check your Soundbox at %Last_Address. If this is your current address, please confirm or change your address **Confirm address** **Change address**					
PTM_007	High	Verification When User Types/Clicks on "Confirm Address"	Web			1. User type/Click on "No Sound"--For All devices " 2.User Types/Click on "Blinking blue light/Any other light " 3.User Types/Click on "No Notifications" 4.User Types /Clicks on"No" 5.User Types/Clicks on "Proceed " 6. User Types/Clicks on "Confirm Address"	Redirect to Confirm Address flow					
PTM_007	High	Verification When User Types/Clicks on "Change Address"	Web			1. User type/Click on "No Sound"--For All devices " 2.User Types/Click on "Blinking blue light/Any other light " 3.User Types/Click on "No Notifications" 4.User Types /Clicks on"No" 5.User Types/Clicks on "Proceed " 6.User Types/Clicks on "Change Address"	Redirect to Change Address flow					
PTM_014	High	Verification When User Types/Clicks on "Yes"	Web			1. User type/Click on "No Sound"--For All devices " 2.User Types/Click on "Blinking blue light/Any other light " 3.User Types/Click on "No Notifications" 4.User Types /Clicks on"Yes"	**-->Following message should be displayed to user** Great, now that your Soundbox is working. Please continue using it for payment notifications.					

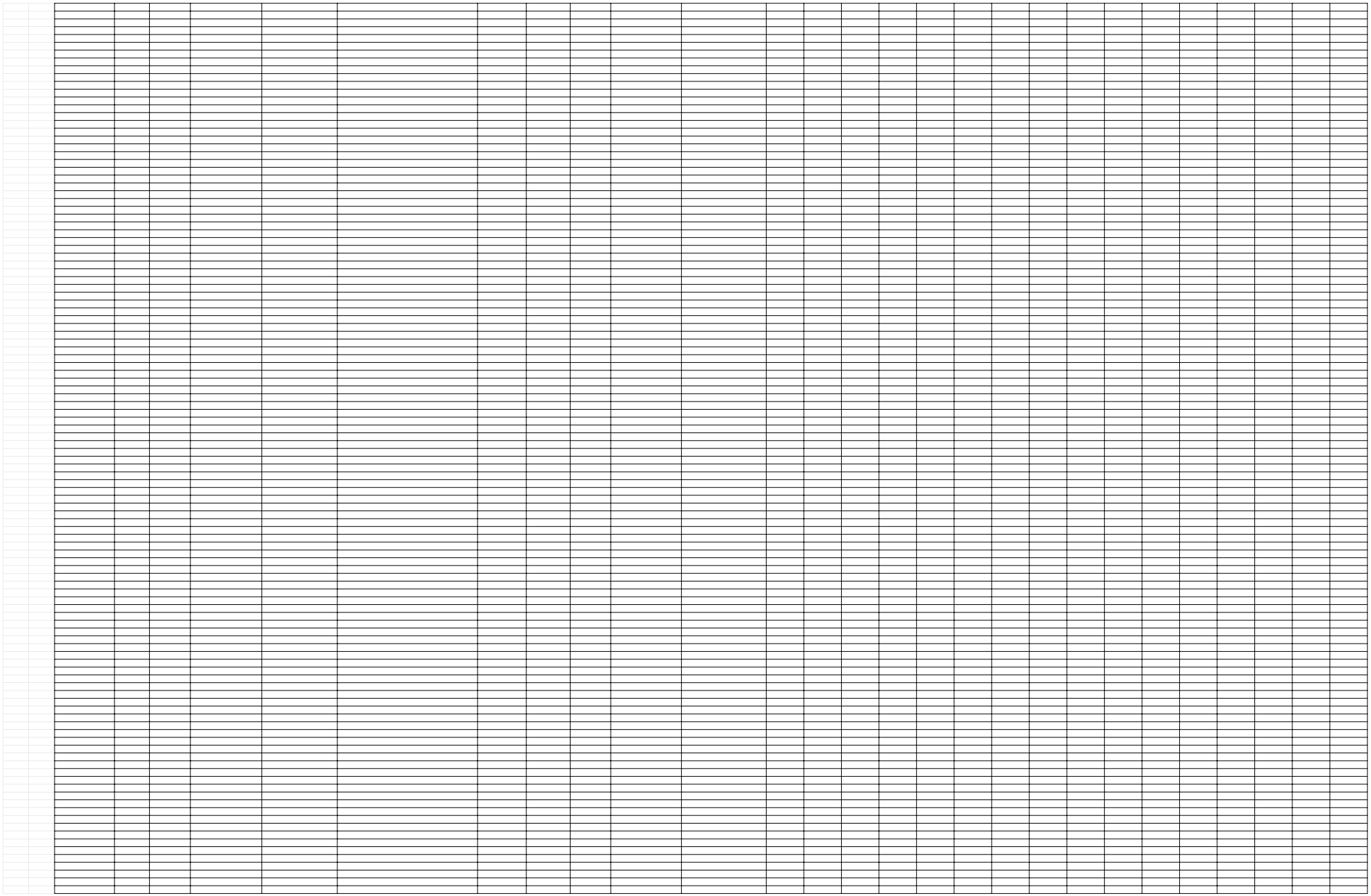
TC_ID	Priority	Title	Test Environment	Test Input	Precondition	Steps	Expected Result	QA Status	QA comments	screenshot	Dev comments	
PTM_001	High	Verification of IVA flow When User Types/Clicks on "Option Not Listed"	Web	1.I have other queries apart from the list 2.I have some other problems which is not mentioned in the list 3. My question is not listed	User types "Option Not Listed"(Freeform)	1. User Type/clicks "Option Not Listed"	**-->Following message should be displayed to user** Thanks for the confirmation. I would like to help you resolve your issue at the earliest. Choose from the options or enter the issue you are facing below Soundbox order issue Return Soundbox Buy a Soundbox Other issues					
PTM_002	High	Verification When User Types /Clicks on "Buy a Soundbox"	Web			1. User Type/clicks "Option Not Listed" 2.User Types /Clicks on "Buy a Soundbox"	**-->Following message should be displayed to user** Great choice! 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**					
PTM_003	High	Verification When User Types/Clicks "Buy a Soundbox"	Web			1. User Type/clicks "Option Not Listed" 2.User Types /Clicks on "Buy a Soundbox" 3.User Types/Clicks "Buy a Soundbox"	**-->Following message should be displayed to user** **Redirect to Buy Soundbox Page**					
PTM_004	High	Verification When User Types/Clicks on "Soundbox Order Issues"	Web			1. User Type/clicks "Option Not Listed" 2.User Types/Clicks on ." Soundbox Order Issues"	**-->Following message should be displayed to user** Please tap below to go to our orders page so we can help you further **My Soundbox Order:**					
PTM_005	High	Verification When User Types/Clicks on "My Soundbox Order: "	Web			1. User Type/clicks "Option Not Listed" 2 .User Types/Clicks on" Soundbox Order Issues" 3.User Types/clicks on "My Soundbox Order: "	**-->Following message should be displayed to user** **Redirect to "My Soundbox Order " page**					
PTM_006	High	Verification When User Types/Clicks on "Other issues"	Web			1. User Type/clicks "Option Not Listed" 2.User type/Clicks on "Other Issues"	**-->Following message should be displayed to user** I'm here to help you. Please type the issue you are facing below **Collect user issue**					
PTM_007	High	Verification When User Type "Issue"	Web			1. User Type/clicks "Option Not Listed" 2.User type"ssue"	**-->Following message should be displayed to user** Alright! I've created a ticket %TicketNo. for your service request. Our service helpdesk 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 % TicketType request on your Paytm for Business app in the help and support section.					
PTM_008	High	Verification When User Type "Issue"	Web		Premium and Ultra Premium check	1. User Type/clicks "Option Not Listed" 2.User type"ssue"	**-->Following message should be displayed to user** 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					
PTM_009	High	Verification when user click/Type "Chat with an expert"	Web		Premium and Ultra Premium Check	1. User Type/clicks "Option Not Listed" 2.User type"ssue" 3.user click/Type "Chat with an expert"	**-->Following message should be displayed to user** Done! I 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... **->Followup message should be displayed to user** API INTEGRATION TO Push the chat to an agent					
PTM_024	High	Verification when user click/Type "Chat with an expert"	Web		If No/Agent not available/outside office hours	1. User Type/clicks "Option Not Listed" 2.User type"ssue" 3.user click/Type "Chat with an expert"	**-->Following message should be displayed to user** -->Alright! 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 Paytm for Business app in the help and support section.					
PTM_010	High	Verification when user click/Type "Chat with an expert"	Web		If Agent available/ office hours	1. User Type/clicks "Option Not Listed" 2.User type"ssue" 3.user click/Type "Chat with an expert"	**-->Following message should be displayed to user** Agent will resolve the issues					
PTM_011	High	Verification When User Types/Click on "Chat With an Expert "	Web		Api Timeout/Failure	1. User Type/clicks "Option Not Listed" 2.User type"ssue" 3.user click/Type "Chat with an expert"	Appropriate message should be displayed to user Redirect to Api Timeout/Failure Scenerio					
PTM_012	High	Verification When User Types/Clicks on "Return Soundbox"	Web			1. User Type/clicks "Option Not Listed" 2.User types/Clicks on "Return Soundbox"	**-->Following message should be displayed to user** Oh no! Could you let me know why you want to return your Soundbox? **Soundbox not working** **Issue with Rental** **Other issue**					
PTM_013	High	Verification When User Types/Clicks on "Soundbox Not Working "	Web			1. User Type/clicks "Option Not Listed" 2.User types/Clicks on "Return Soundbox" 3. User Types/Clicks on "Soundbox Not Working "	**-->Following message should be displayed to user** Would you like some help with troubleshooting the issue? You can also raise a ticket by tapping below **Troubleshoot** **Raise a ticket**					

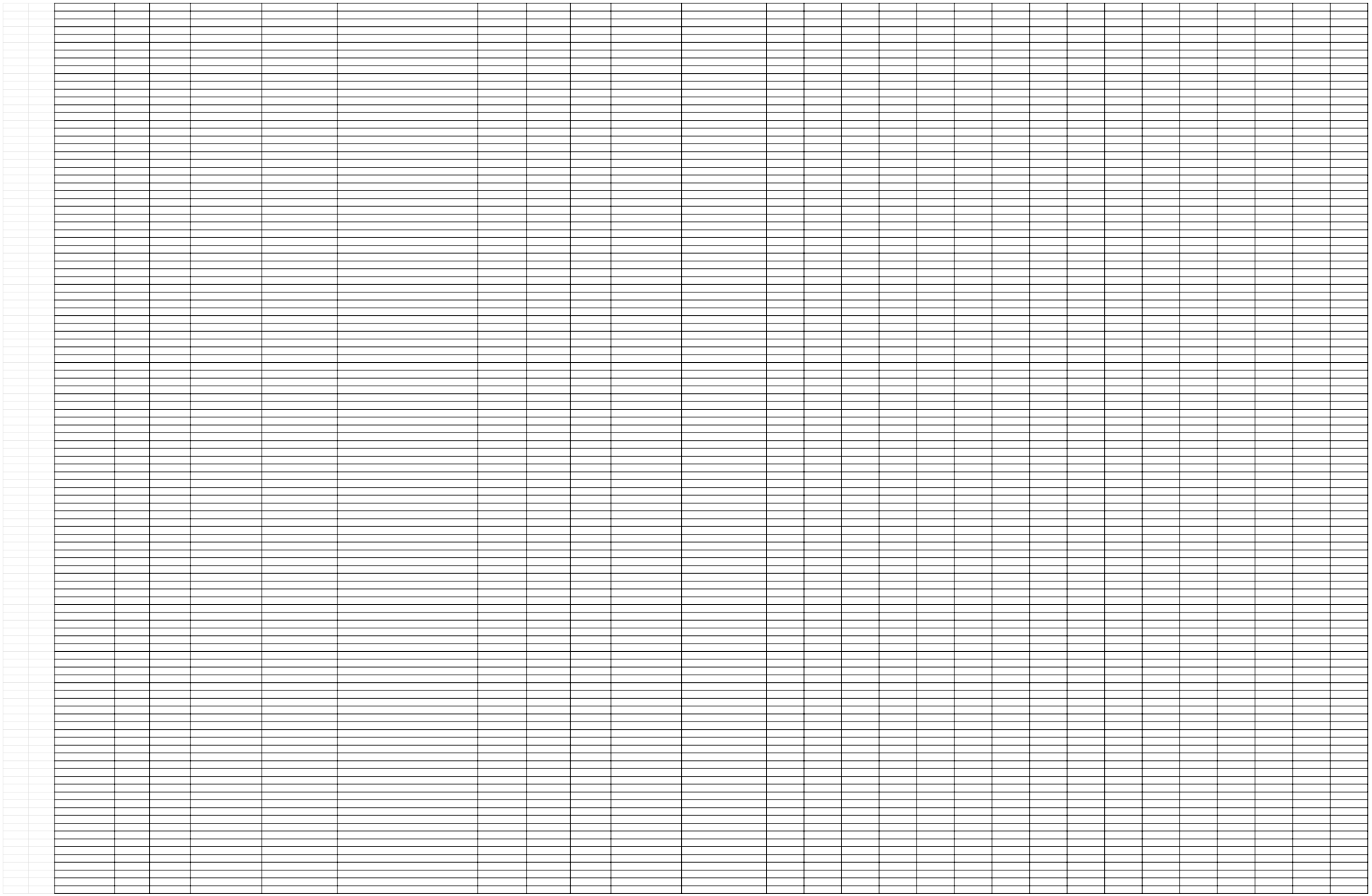
PTM_014	High	Verification When User Types/Clicks on "Troubleshoot"	Web			1. User Type/clicks "Option Not Listed" 2.User types/Clicks on "Return Soundbox" 3. User Types/Clicks on "Soundbox Not Working " 4. User types/Clicks on "Troubleshoot"	**Redirect to node** **Soundbox not working**					
PTM_015	High	Verification When User Types/Clicks on "Raise a Ticket"	Web			1. User Type/clicks "Option Not Listed" 2.User types/Clicks on "Return Soundbox" 3. User Types/Clicks on "Soundbox Not Working " 4. User Types/Clicks 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 **Proceed**					
PTM_016	High	Verification When User Types/Clicks on "Proceed"	Web			1. User Type/clicks "Option Not Listed" 2.User types/Clicks on "Return Soundbox" 3. User Types/Clicks on "Soundbox Not Working " 4. User Types/Clicks on "Raise a Ticket" 5.User Types/Clicks on"Proceed"	**-->Following message should be displayed to user** Alright! 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 Paytm for Business app in the Help and Support section.					
PTM_017	High	Verification When User Types/Clicks on "Proceed"	Web		Premium and Ultra Premium Check	1. User Type/clicks "Option Not Listed" 2.User types/Clicks on "Return Soundbox" 3. User Types/Clicks on "Soundbox Not Working " 4. User Types/Clicks on "Raise a Ticket" 5. User Types/Clicks on "Proceed"	**-->Following message should be displayed to user** 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**					
PTM_018	High	Verification when user click/Type "Chat with an expert"	Web		If No/Agent not available/outside office hours	1. User Type/clicks "Option Not Listed" 2.User types/Clicks on "Return Soundbox" 3. User Types/Clicks on "Soundbox Not Working " 4. User Types/Clicks on "Raise a Ticket" 5. User Types/Clicks on "Proceed" 6.User Types/Clicks on "Chat With an Expert "	**-->Following message should be displayed to user** -->Alright! 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 Paytm for Bussiness app in the help and support section.					
PTM_019	High	Verification when user click/Type "Chat with an expert"	Web		Api Timeout/Failure	1. User Type/clicks "Option Not Listed" 2.User types/Clicks on "Return Soundbox" 3. User Types/Clicks on "Soundbox Not Working " 4. User Types/Clicks on "Raise a Ticket" 5. User Types/Clicks on "Proceed" 6.User Types/Clicks on "Chat With an Expert "	Appropriate message should be displayed to user Redirect to Api Timeout/Failure Scenerio					
PTM_020	High	Verification when user click/Type "Chat with an expert"	Web		Premium and Ultra Premium Check	1. User Type/clicks "Option Not Listed" 2.User types/Clicks on "Return Soundbox" 3. User Types/Clicks on "Soundbox Not Working " 4. User Types/Clicks on "Raise a Ticket" 5. User Types/Clicks on "Proceed" 6.User Types/Clicks on "Chat With an Expert "	**-->Following message should be displayed to user** Done! I 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... **->Followup message should be displayed to user** API INTEGRATION TO Push the chat to an agent					
PTM_021	High	Verification When User Types/Clicks on "Issue with Rental/Other Issue"	Web			1. User Type/clicks "Option Not Listed" 2.User types/Clicks on "Return Soundbox" 3. User Types/Clicks on "Issue with Rental/Other Issue"	**-->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 **Proceed**					
PTM_022	High	Verification When User Types/Clicks on "Proceed"	Web			1. User Type/clicks "Option Not Listed" 2.User types/Click on "Return Soundbox" 3. User Types/Click on "Issue with Rental/Other Issue" 4. User Types/Click on "Proceed"	**-->Following message should be displayed to user** Alright! 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 Paytm for Business app in the Help and Support section.					
PTM_023	High	Verification When User Types/Clicks on "Proceed"	Web		Premium and Ultra Premium Check	1. User Type/clicks "Option Not Listed" 2.User types/Click on "Return Soundbox" 3. User Types/Click on "Issue with Rental/Other Issue" 4. User Types/Click on "Proceed"	**-->Following message should be displayed to user** 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**					
PTM_024	High	Verification when user click/Type "Chat with an expert"	Web		If No/Agent not available/outside office hours	1. User Type/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 Ticket" 5. User Types/Click on "Proceed"	**-->Following message should be displayed to user** -->Alright! 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 Paytm for Bussiness app in the help and support section.					
PTM_025	High	Verification when user click/Type "Chat with an expert"	Web		If Agent available/ office hours	1. User Type/clicks "Option Not Listed" 2.User types/Click on "Return Soundbox" 3. User Types/Click on"Soundbox Not Working " 4. User Types/Clicks on "Raise a Ticket" 5. User Types/Clicks on "Proceed"	**-->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	1. User Type/clicks "Option Not Listed" 2.User types/Click on "Return Soundbox" 3. User Types/Click on"Soundbox Not Working " 4. User Types/Clicks on "Raise a Ticket" 5. User Types/Clicks on "Proceed" 6.User Types/Click on "Chat With an Expert "	Appropriate message should be displayed to user Redirect to Api Timeout/Failure Scenerio					

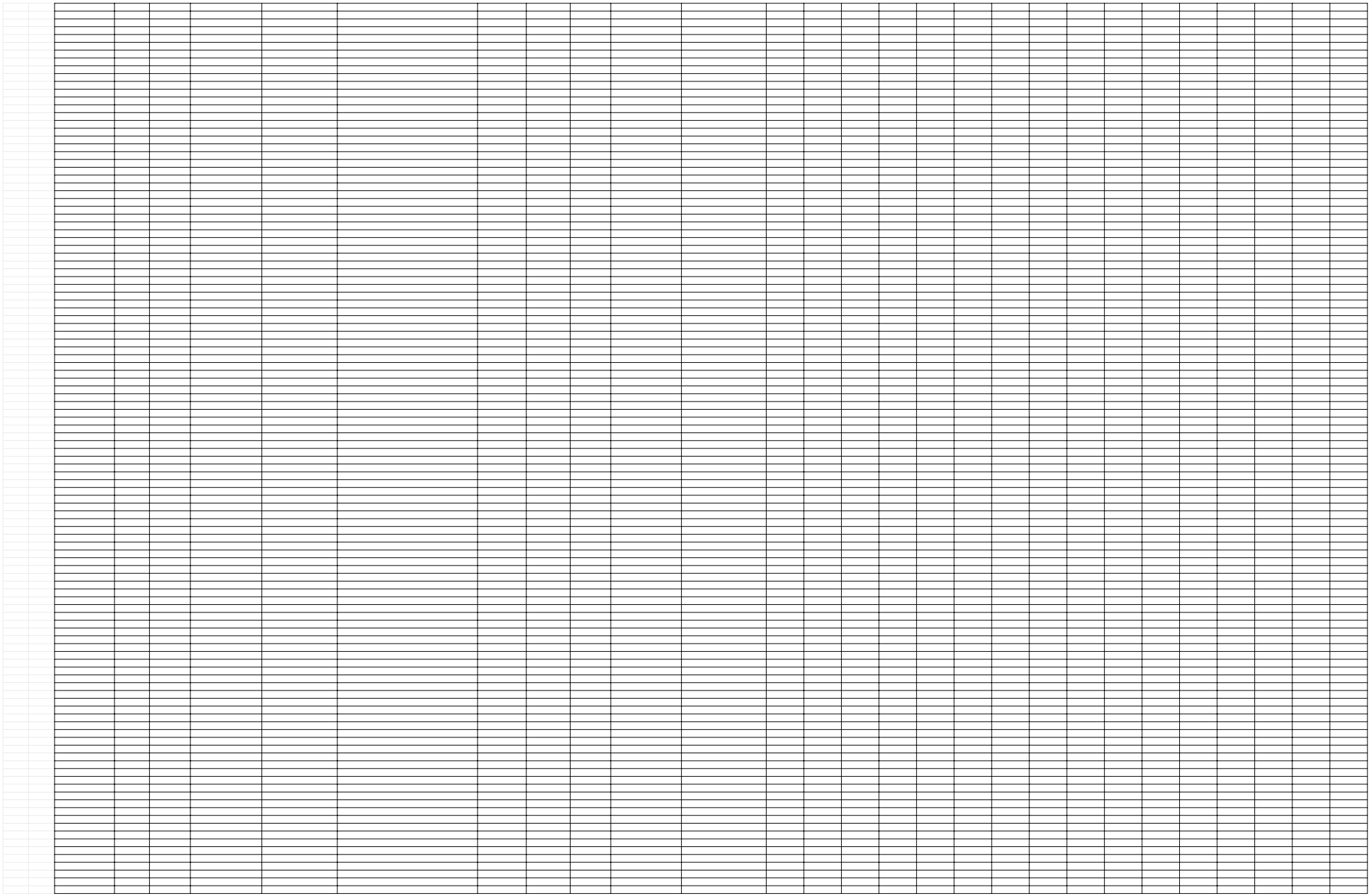
PTM_027	High	Verification When User Types/Click on "Chat With an Expert "	Web		Premium and Ultra Premium check	1. User Type/clicks "Option Not Listed" 2.User types/Click on "Return Soundbox" 3. User Types/Click on"Soundbox Not Working " 4. User Types/Clicks on "Raise a Ticket" 5. User Types/Clicks on "Proceed" 6.User Types/Click on "Chat With an Expert "	**-->Following message should be displayed to user** Done! I 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... **->Followup message should be displayed to user** API INTEGRATION TO Push the chat to an agent					

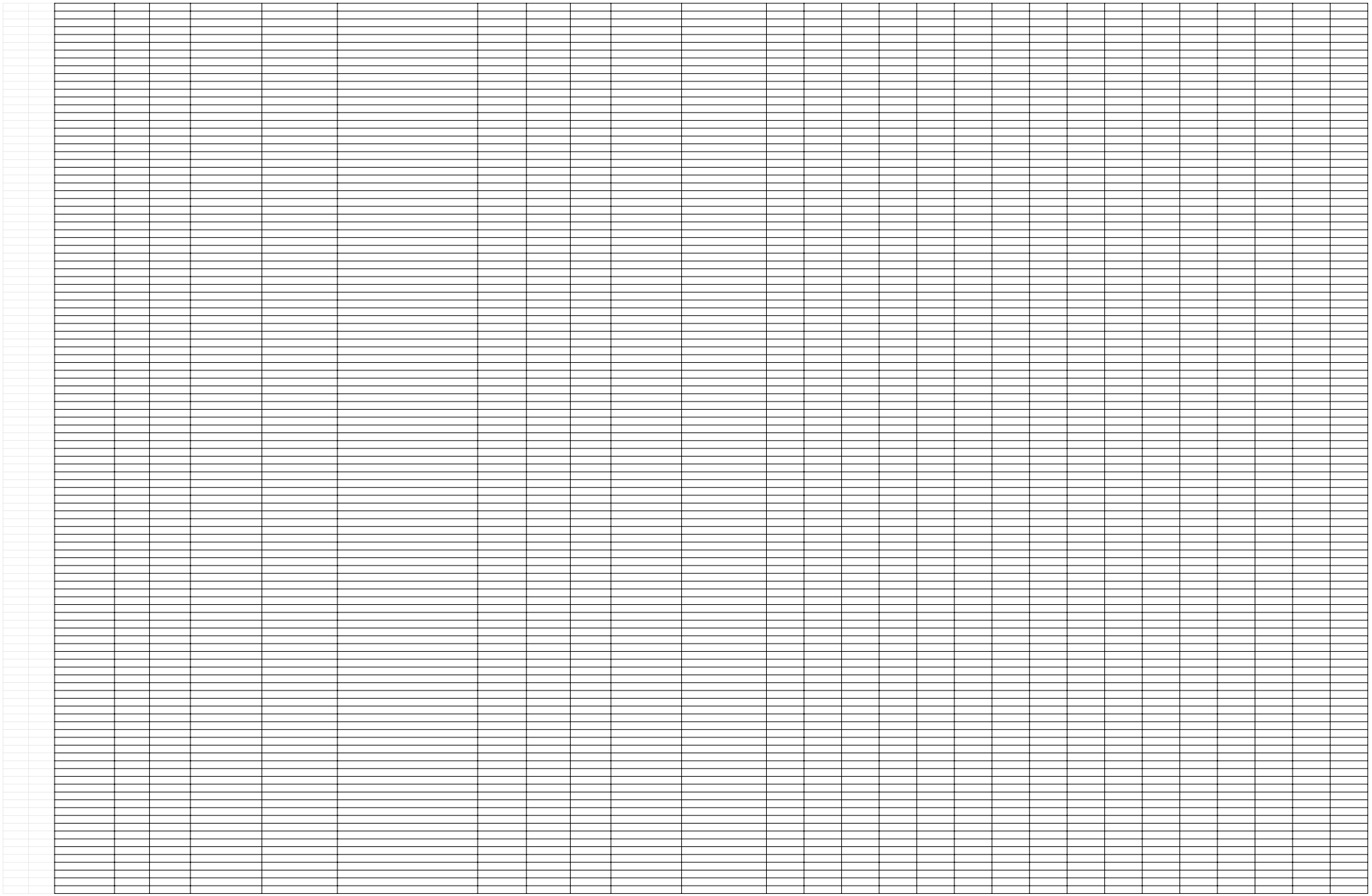
TC_ID	Priority	Title	Test Environment	Test Input	Precondition	Steps	Expected Result	QA Status	QA comments	screenshot	Dev comments																
PTM_001	High	Verification of IVA flow when user types/clicks "Soundbox not working"	Web	1.help me with soundbox not working 2.what is soundbox not working	User will type "Soundbox not working"(freeform)	1. User type/Clicks on "Soundbox not working"	**-->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 and restart your device. Wait for a few seconds, and tell me what light do you see ? Tap and view the image below to help you find the light on your Soundbox **-->Followup image with button should be displayed to user** Stable blue light Other light Soundbox not working																					
PTM_002	High	Verification when user types /Clicks on "Stable blue light"	Web		User will type "Soundbox not working"(freeform)	1. User type/Clicks on "Soundbox not working" 2.User type/Clicks on "Stable blue light"	**-->Following message should be displayed to user** 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.																		
PTM_003	High	Verification when the user types/Click on "Stable blue light"	Web		.User will type "Soundbox not working"(freeform) 15 minute delayed notification	1. User type/Clicks on "Soundbox not working" 2.User type/Clicks on "Stable blue light"	**-->Following message should be displayed to user** Can you tell me if your issue was resolved? Battery still not charging Battery charging																		
PTM_004	High	Verification when the user types/Click on "Battery still not charging"	Web		.User will type "Soundbox not working"(freeform) 15 minute delayed notification	1. User type/Click on "Soundbox not working" 2.User type/Click on"Stable blue light" 3.User type/Click on "Battery still not charging"	**-->Followup message should be displayed to user** %Name, I'm sorry for this. Our service agent will come and check your Soundbox at %Last_Address. If this is your current address, please confirm or change your address **Confirm address** **Change address**																		
PTM_005	High	Verification when the user types/Click on "Battery charging"	Web		.User will type "Soundbox not working"(freeform) 15 minute delayed notification "Battery charging--2G Device"	1. User type/Click on "Soundbox not working" 2.User type/Click on"Stable blue light" 3.user types/Click on "Battery charging"	**-->Following message should be displayed to user** We're happy to inform you that your Soundbox is charging now **-->Followup message should be displayed to user** You can upgrade your Soundbox for better battery life if you need to use your Soundbox for more hours. Tap to choose **Upgrade Soundbox** **No, thank you**																		
PTM_006	High	Verification when the user types/Clicks on "Upgrade Soundbox"	Web		.User will type "Soundbox not working"(freeform) 15 minute delayed notification "Battery charging--2G"	1. User type/Click on "Soundbox not working" 2.User type/Click on"Stable blue light" 3.user types/Click on "Battery charging" 4.user types/Clicks on "Upgrade Soundbox"	**-->Following message should be displayed to user** 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! Please Tap below to upgrade your soundbox **Upgrade soundbox**																		
PTM_007	High	Verification when the user types /Clicks on "No, thank you"	Web		.User will type "Soundbox not working"(freeform) 15 minute delayed notification "Battery charging--2G"	1. User type/Click on "Soundbox not working" 2.User type/Click on"Stable blue light" 3.user types/Click on "Battery charging" 4.user types /Clicks on"No, thank you"	**-->Following message should be displayed to user** Alright! If you need any other assistance, I'm here to help you. Have a great day.																		
PTM_008	High	Verification when the user types/Clicks on "Battery charging "	Web		.User will type "Soundbox not working"(freeform) "Battery charging --4G Device"	1. User type/Click on "Soundbox not working" 2.User type/Click on"Stable blue light" 3.user types/Click on "Battery charging"	**-->Following message should be displayed to user** We're happy to inform you that your Soundbox is cahrging now **-->Followup message should be displayed to user** If you need any other assistance, I'm here to help you. Have a great day.																		
PTM_009	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"	**-->Following message should be displayed to user** 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.																		
PTM_010	High	Verification when the user types/Clicks on "Soundbox not working"	Web		.User will type "Soundbox not working"(freeform) 15 minute delayed notification	1.User type/Clicks on "Soundbox not working"	**-->Following message should be displayed to user** What happened after you used a different charger on your Soundbox? Soundbox is working Still not starting I dont have charger																		
PTM_011	High	Verification when the user types/Clicks on "Soundbox is working"	Web		.User will type "Soundbox not working"(freeform) More than 1 month (WIP) Yet to roll out/ Old device	1.User type/Clicks on "Soundbox not working" 2.user types/Clicks on "Soundbox is working"	**-->Following message should be displayed to user** Awesome, now that your Soundbox is working with different charger, please continue using it.																		
PTM_012	High	Verification when the user types/Clicks on "Soundbox is working"	Web		.User will type "Soundbox not working"(freeform) Less than 1 month	1.User type/Clicks on "Soundbox not working" 2.user types/Clicks on "Soundbox is working"	**-->Following message should be displayed to user** 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. **I need a more help** **Exit chat**																		
PTM_013	High	Verification when the user types/Clicks on "i need a more help"	Web		.User will type "Soundbox not working"(freeform) 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"	**-->Following message should be displayed to user** Redirect to node **Raise ticket/chat: Non-Service**																		
PTM_014	High	Verification when the user types "Still not starting/I dont have charger"	Web		.User will type "Soundbox not working"(freeform) Address = 1	1.User type/Clicks on "Soundbox not working" 2.User type/Clicks on"Still not starting/I dont have charger"	**-->Following message should be displayed to user** Oh no! Don't worry %Name, a service agent will come and check your Soundbox at %Last_Address. If this is your current address, please confirm or change your address **Confirm address** **Change address**																		
PTM_015	High	Verification when the user types "Still not starting/I dont have charger"	Web		.User will type "Soundbox not working"(freeform) Address = 0	1.User type/Clicks on "Soundbox not working" 2.User type/Clicks on"Still not starting/I dont have charger"	**-->Following message should be displayed to user** Sorry, we couldn't locate an address for you. Please type your 6-digit Area Pincode of your address : point_down: Please type the pincode your location **Collect pincode** It will redirect to change address flow.																		

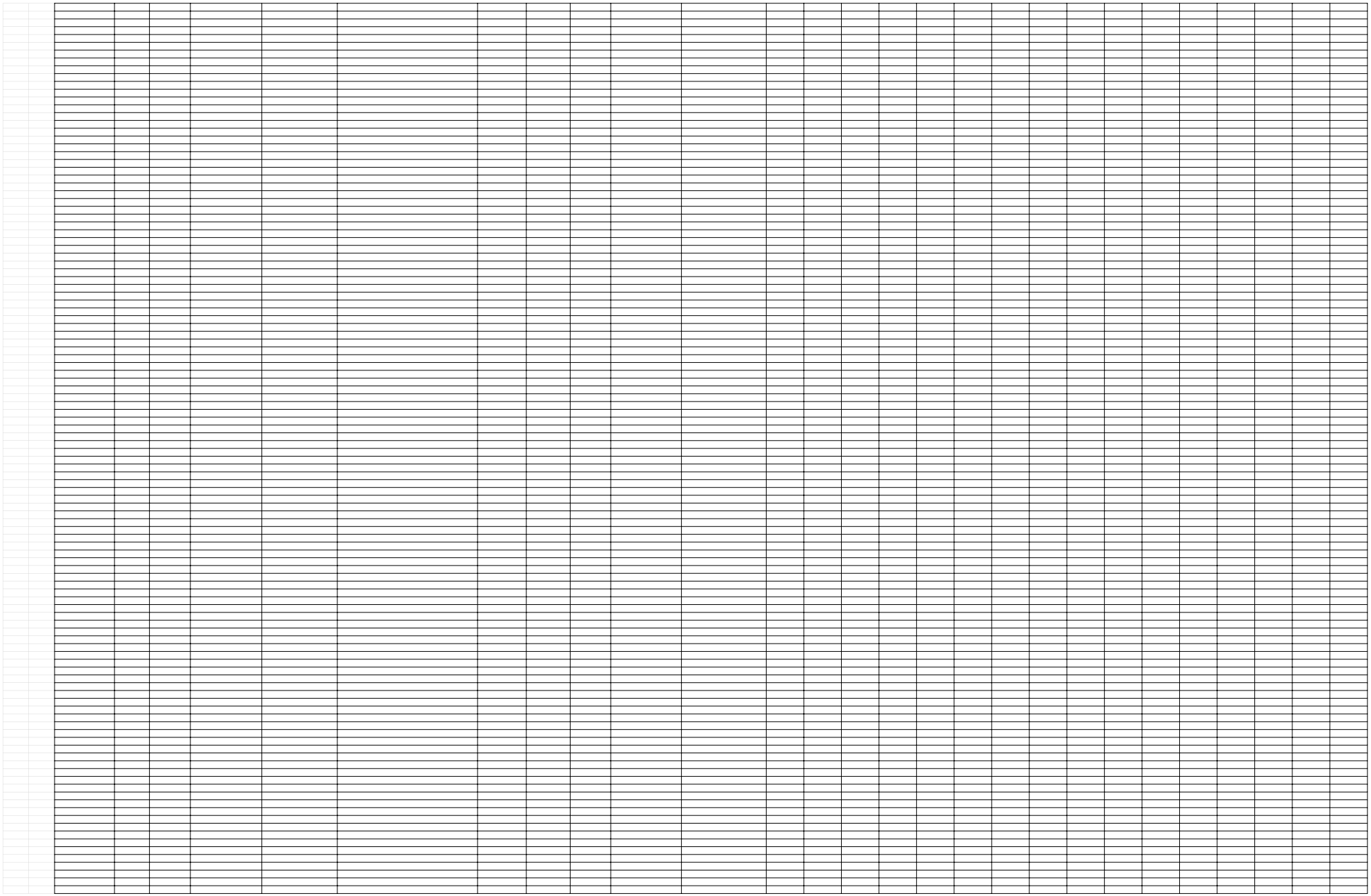
PTM_016	High	Verification when the user types "Enter Pincode"	Web		User will type "Soundbox not working"(freeform) Address = 0	1.User type/Clicks on "Soundbox not working" 2.User type/Clicks on"Still not starting/I dont have charger" 3.user types "Enter Pincode"	**Bot will redirect to change address flow.**																						
PTM_017	High	Verification when the user types/Click on "Other light"	Web			1.User type/Clicks on "Soundbox not working" 2.User type/Clicks on "Other light"	**-->Following message with image/video should be displayed to user** This could be a SIM/network issue. Please take out and reinsert your SIM. To know how to reinsert your SIM, follow the instructions below to see how to restart your device **Followup Message should be displayed to user** Is your soundbox working now? **Yes** **No**																					
PTM_018	High	Verification when the user types/Clicks on "YES"	Web			1.User type/Clicks on "Soundbox not working" 2.User type/Clicks on"Other light" 3.User type/Clicks on"YES"	**-->Following message should be displayed to user** Awesome, now that your Soundbox is working. Please continue using it for payment notifications.																					
PTM_019	High	Verification when the user types/Clicks on "NO"	Web			1.User type/Clicks on "Soundbox not working" 2.User type/Clicks on"Other light" 3.User type/Clicks on"No"	**-->Following message should be displayed to user** I'm here to help you. Our service agent will visit your location and check your Soundbox for free. Tap Below to proceed Proceed																					
PTM_020	High	Verification when the user types/Clicks on "Proceed"	Web			1.User type/Clicks on "Soundbox not working" 2.User type/Clicks on"Other light" 3.User type/Clicks on"No" 4.user types/Clicks on "Proceed"	**-->Following message should be displayed to user** Our service agent will come and check your Soundbox at % Last_Address. If this is your current address, please confirm or change your address **Confirm address** **Change address**																					
PTM_021	High	Verification When User Types/Clicks on "Confirm Address"	Web			1.User type/Clicks on "Soundbox not working" 2.User type/Clicks on"Other light" 3.User type/Clicks on"No" 4.user types/Clicks on "Proceed" 5.User Types/Clicks on "Confirm Address"	Redirect to Confirm Address flow																					
PTM_022	High	Verification When User Types/Clicks on "Change Address"	Web			1.User type/Clicks on "Soundbox not working" 2.User type/Clicks on"Other light" 3.User type/Clicks on"No" 4.user types/Clicks on "Proceed" 5.User Types/Clicks on "Confirm Address"	Redirect to Change Address flow																					

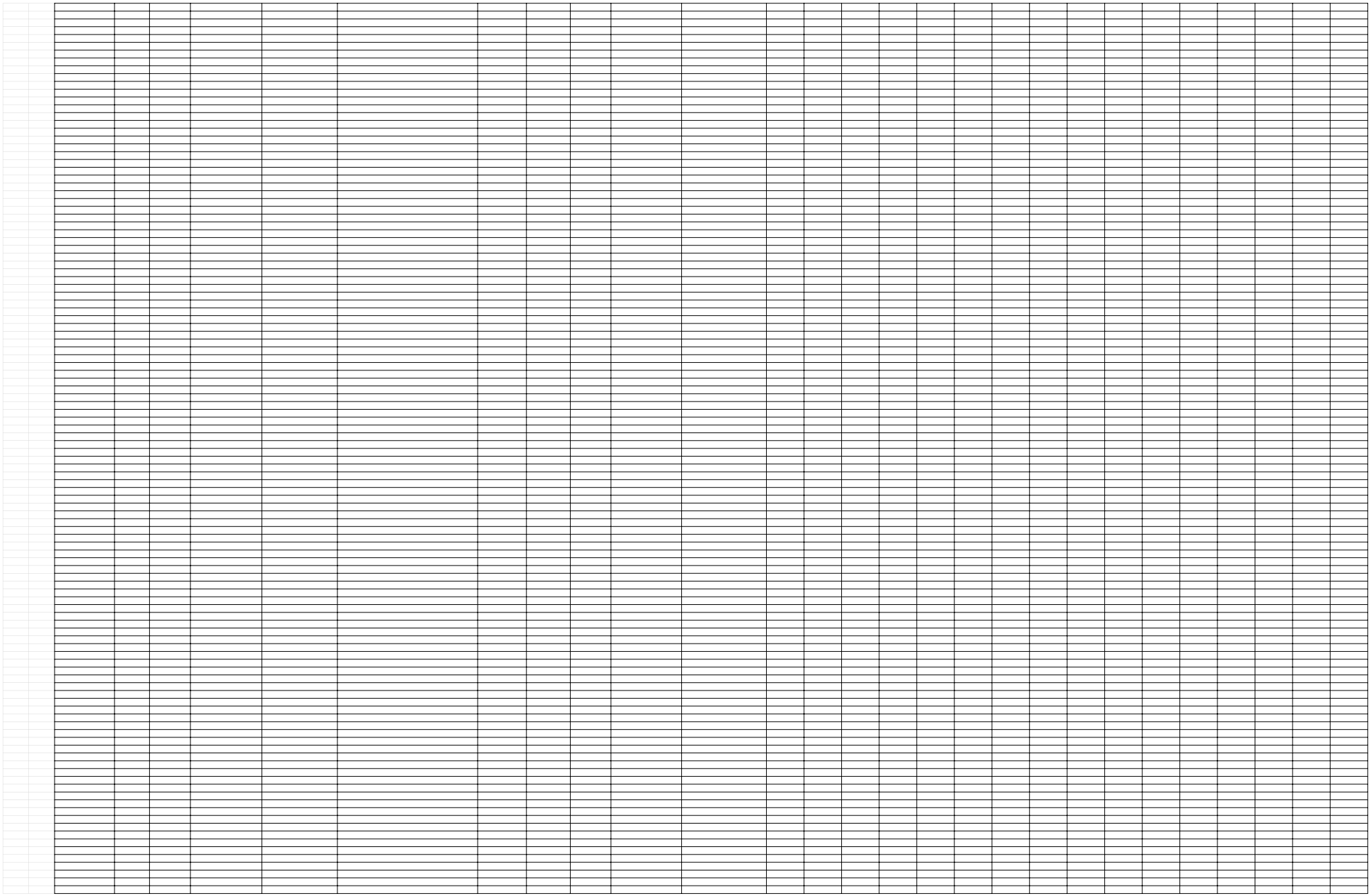


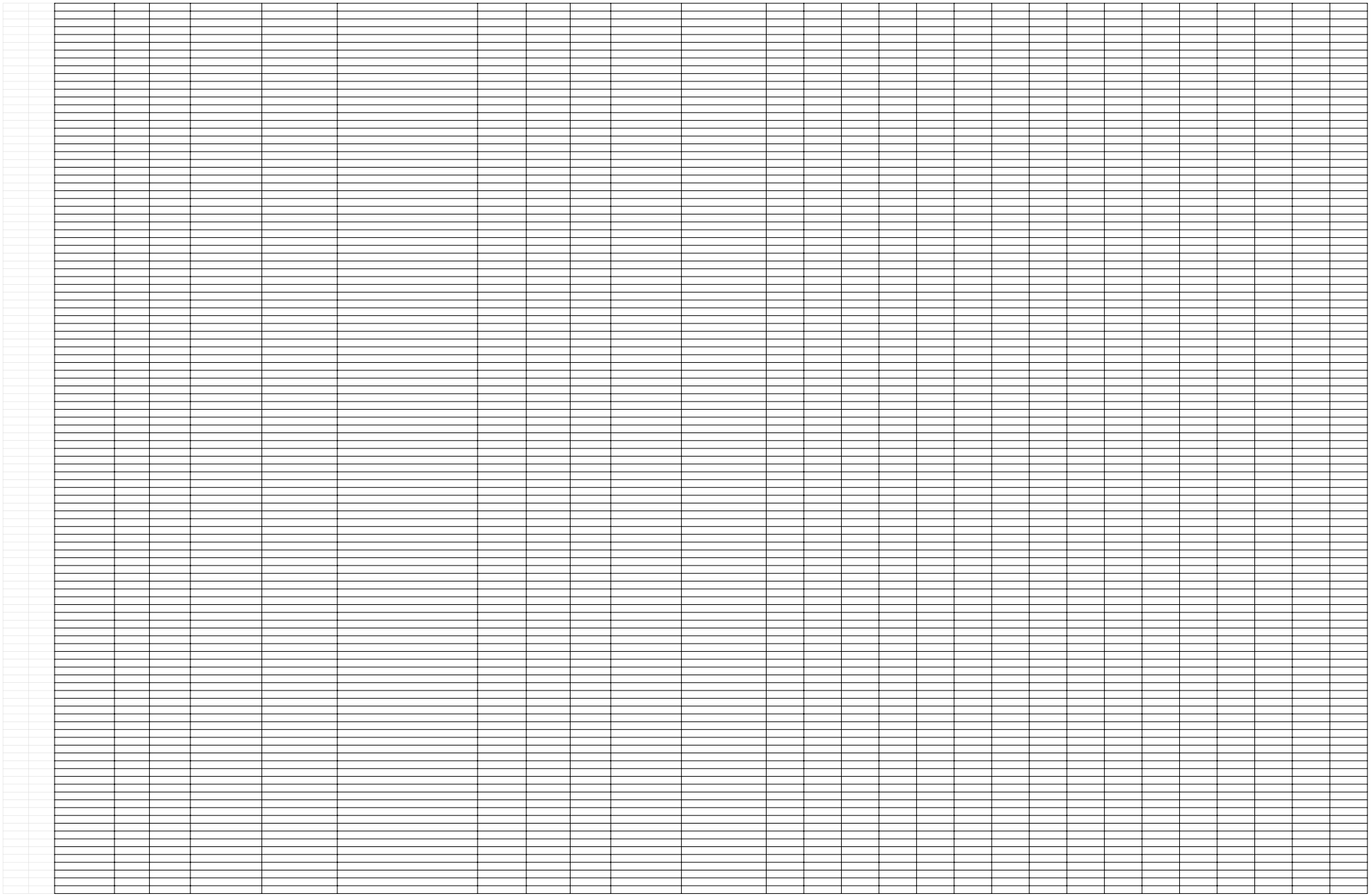


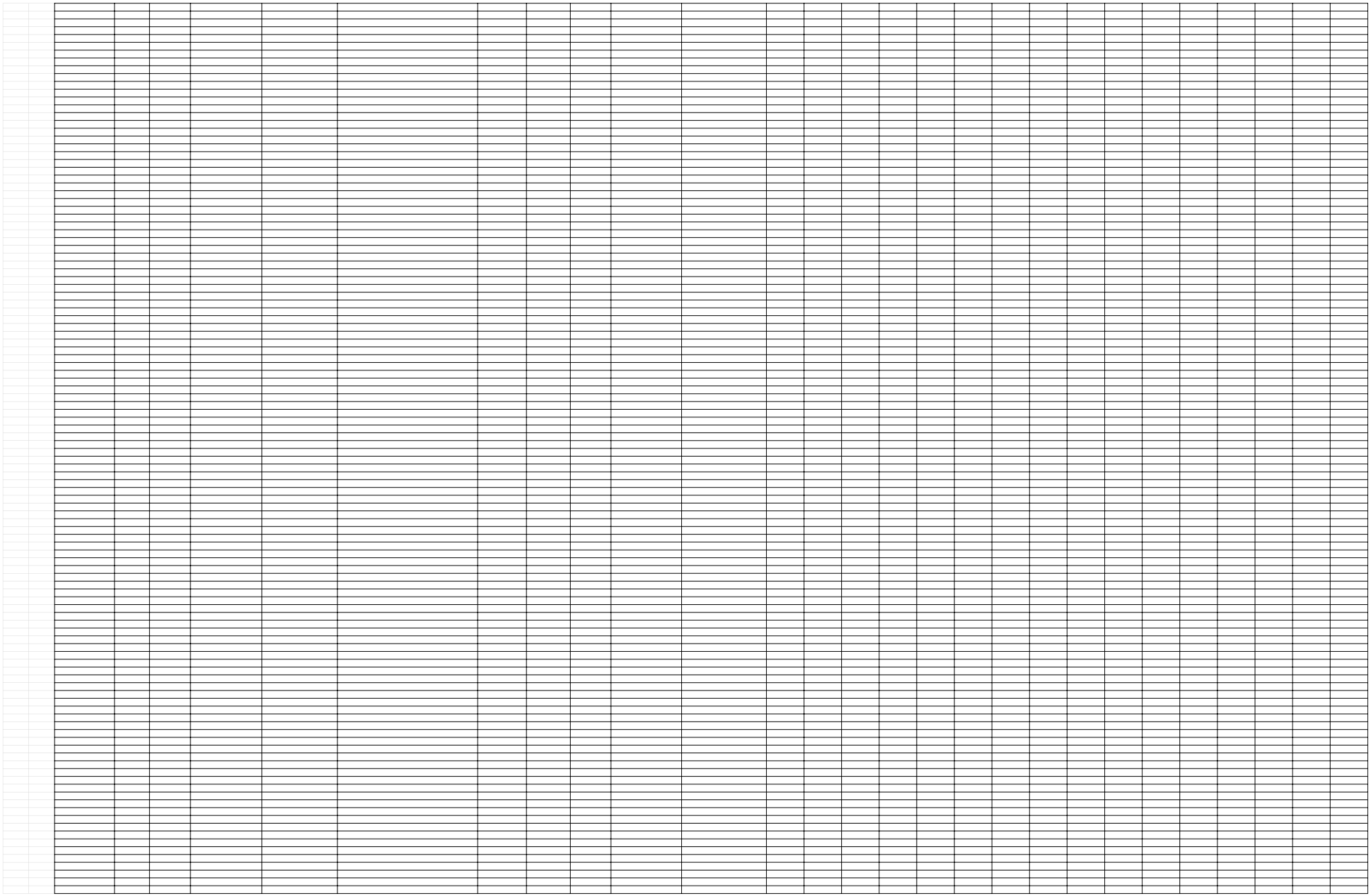












Priority	Title	Precondition	Steps	Expected Result	QA Status	
High	Verification of IVA flow when the user reaches to "Ticket creation "flow	If Yes	*"Ticket creation "*	**-->Following message should be displayed to user** No problem! I'm going to ask my experts to step in and assist you. Tap below to talk to our experts. **Chat with an expert**		
High	Verification when user click/Type "Chat with an expert"	If Yes	*"Ticket creation "*	**-->Following message should be displayed to user** 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 Push the chat to an agent		
High	Verification when user reaches to "Ticket creation "flow	If No/Agent not available/outside office hours	*"Ticket creation "*	**-->Following message should be displayed to user** -->Alright! 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 Paytm for Bussiness app in the help and support section.		
High	Verification when user click/Type "Chat with an expert"	Api Timeout/Failure	*"Ticket creation "*	Appropriate message should be displayed to user Redirect to Api Timeout/Failure Scenerio		
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! I 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 "*	**-->Following message should be displayed to user** Agent will resolve the issues		

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'*	1. User Types/Click on Yes 2.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'*	1. User Types/Click on Yes 2.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'*	1. User Types/Clicks on Yes 2.User type/Click on"Raise a ticket" 3.User type on"reason"	-->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"			1. User Types/Clicks on No 2.user Types/clicks on "Menu"	Bot will redirect to Main menu/welcome message page	
High	Verify bot response when user Types/clicks on "Exit Chat"			1. User Types/Clicks on No 2.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 break						
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			**-->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 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 format--successfull**	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 format--Fail**	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"	**Valid 4 digit OTP format--SUCCESS**	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"	**-->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	**Valid 4 digit OTP format--successfull** **If the user's session expires any time in the flow** **TIMEOUT: 24 hours**	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 been logged out of this session for security purposes. Tap below to validate yourself once more **Restart**	
HIGH	Validation when the user TYPE"valid otp	**Valid 4 digit OTP format--successfull** **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 validation --successfull**	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.	