**User Acceptance Testing (UAT) Template**

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| --- | --- |
| Date | 26-06-2025 |
| Team ID |  |
| Project Name | **Streamlining Ticket Assignment for Efficient Support Operations** |
| Maximum Marks |  |

**Project Overview:**

Project Name: **Streamlining Ticket Assignment for Efficient Support Operations**

Project Description: This project aims to streamline support operations by implementing an automated system for efficient ticket assignment based on predefined rules, agent availability, and expertise.

Project Version: 1.0

Testing Period: 15-06-2025 to 26-06-2025

**Testing Scope:**

** Automated routing of new support tickets to appropriate agents.**

** Agent availability and workload consideration in assignment.**

** Skill-based routing functionality.**

** Manual override capability for ticket assignments.**

** Integration with existing ticketing system.**

** User stories related to efficient ticket processing.**

** Requirements for reduced response times.**

**Testing Environment:**

URL/Location: **https://dev228729.service-now.com/**

Credentials (if required): Username: **admin**

/Password]

**Test Cases:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| TC-001 | Verify automatic assignment of a new standard ticket to an available agent. | 1. Log in as a support agent.  2. Create a new "General Inquiry" ticket.  3. Observe the ticket assignment. | The ticket is automatically assigned to an available agent with "General Inquiry" skills. | [Record the actual outcome] | [Pass/Fail] |
| TC-002 | Confirm skill-based routing for a specialized ticket. | 1. Log in as a support agent.  2. Create a new "Technical Issue - Database" ticket.  3. Observe the ticket assignment. | The ticket is automatically assigned to an agent with "Database" expertise. | ... | ... |
| TC-003 | Test manual reassignment of a ticket. | 1. Log in as a supervisor.  2. Select an open ticket.  3. Manually reassign the ticket to a different agent.  4. Verify the new assignment. | The ticket is successfully reassigned to the chosen agent. | …. | ….. |

**Bug Tracking:**

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| --- | --- | --- | --- | --- | --- |
| **Bug ID** | **Bug Description** | **Steps to reproduce** | **Severity** | **Status** | **Additional feedback** |
| BG-001 | Ticket not automatically assigned when agent status is "On Break". | 1. Set an agent's status to "On Break".  2. Create a new "Customer Support" ticket.  3. Observe the ticket assignment. | High | Open | The system should hold tickets or route to an available agent, not leave them unassigned when an agent is on a designated break. |
| BG-002 | Skill-based routing misdirects "Billing Inquiry" tickets. | 1. Create a "Billing Inquiry" ticket.  2. Verify the assigned agent's skills. | Medium | In Progress | Tickets are occasionally routed to agents without billing expertise, leading to transfer delays |

**Sign-off:**

Tester: s.venkataramana

Date: 26-06-2025

Signatu-r-e: s.venkataramana

**Notes:**

* Ensure that all test cases cover both positive and negative scenarios.
* Encourage testers to provide detailed feedback, including any suggestions for improvement.
* Bug tracking should include details such as severity, status, and steps to reproduce.
* Obtain sign-off from both the project manager and product owner before proceeding with deployment.