### Test Script M&R/CLARA/L&E/2022/003/0002

### CRM(003)/Inquiry Assign(0002)

***General Information***

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| **Tester Details** | |  |  |
| **Name** | **User ID** | **Tested Environment** | **Tested Date** |
|  |  | Pre-Production |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Expected Results:**  Inquiry Assign Created/updated/deleted Successfully | | | |

***Process***

| **Process** | **Step #** | **Steps** | **Expected Results** | **Actual Results** | **Pass/Fail/**  **Not executed** |
| --- | --- | --- | --- | --- | --- |
| Login | 1 | Enter the User ID and Password in the login page | Should be able to Login successfully and open the landing page |  |  |
| Inquiry List | 2 | Click the Menu and navigate to CRM-INQUIRY-INQUIRY ASSIGN and click the button | Has to open the Inquiry Assign List page |  |  |
|  | 3 | Should display all the inquiry records with status as "Open and Inquiry Assigned” in the list page |  |  |
| Search Inquiry | 4 | Click Search button | Has to open the search criteria fields |  |  |
| 5 | Search Options can be single or multiple. Enter the required search field values and click search. This will update the list page records according to the search |  |  |
| 6 | Click Reset button | On Clicking reset will clear the search field values and will make all the fields as blank & Click search again will provide the unfiltered list |  |  |
| Options | 7 | Click Options button | Will display the required options for this screen |  |  |
| 8 | Click Download icon from Options | Will down the list page records in Xlsx format |  |  |
| List search / filter | 9 | Enter the required values in the Search field on the top of list page | Will filter the records according to search criteria in the list page |  |  |
| Update &Assign Inquiry | 10 | Select a record and click update and Assign from Action icon on the right of each row | validation - Should not allow to select multiple rows |  |  |
|  | 11 |  | Assign Inquiry screen will allow below fields |  |  |
|  |  |  | **General tab** |  |  |
|  | 12 |  | 1. First Name - Auto Populate /Editable |  |  |
|  | 13 |  | 2. Last Name - Auto Populate /Editable |  |  |
|  | 14 |  | 3. Phone No - Auto Populate /Editable |  |  |
|  | 15 |  | 4. E Mail - Auto Populate /Editable |  |  |
|  | 16 |  | 5. Inquiry Mode - Auto Populate /Editable |  |  |
|  | 17 |  | 6. Inquiry date - Auto Populate /Non-Editable |  |  |
|  | 18 |  | 7. Objective of Visit - Auto Populate /Editable |  |  |
|  |  |  | **Assign Tab** |  |  |
|  | 19 |  | 1. Class - Select Immigration or L&E from dropdown. Allow only single value selection (Mandatory) |  |  |
|  | 20 |  | 2. Assigned to- Select a User ID from drop down. Allow only single value selection (Mandatory) |  |  |
|  |  |  | **Admin Tab** |  |  |
|  | 21 |  | 1. Created by - Auto Populate /Non-Editable |  |  |
|  | 22 |  | 2. Created on - Auto Populate /Non-Editable |  |  |
|  | 23 |  | validation - Error message will be Popped up if Mandatory fields are not filled |  |  |
|  | 24 |  | On Clicking Save button, 1. will save the inquiry assignment details  2. Send the Inquiries to the Assigned Class and User ID and available in the Inquiry Validation Screen  3. Receive the success Message  4. status of the selected Inquiry is changed from Open to Assigned in the Inquiry Assign - List page |  |  |
| Inquiry Validation | 25 |  | Assigned Inquiry will be moved to the next process Inquiry Validation and available for the assigned User and Class |  |  |
| cancel Assignment | 26 |  | On Clicking cancel button, Close the Pop-up screen and go back to Assign Inquiry List page |  |  |

***Confirmation / Approval of Testing Results***

**Overall Testing Status:**

Pass and accepted

Passed with note \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Failed

**Comments:**

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**Approved by :** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name :** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date :**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_