[**176407: VCCM\_6\_S#693204\_Add Veteran Interactions/Request Grid On**](https://URL/qm/service/com.ibm.rqm.integration.service.IIntegrationService/resources/FtP%2B%28QM%29/executionscript/VEMS_6_S693204_Add_Veteran_Interactions/Request_Grid_On_Veteran_Form)[**Veteran Form**](https://URL/qm/service/com.ibm.rqm.integration.service.IIntegrationService/resources/FtP%2B%28QM%29/executionscript/VEMS_6_S693204_Add_Veteran_Interactions/Request_Grid_On_Veteran_Form)



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State: Approved

Originator: Pribyl, Brent (BAH) Owner:

Type: Manual

Test Data: Unassigned

Description: As a CRM User, I would like to see all existing Interactions and requests created for a Veteran on the Veteran form so that I can quickly identify previous activities/calls made and determine if they have already called on the same issue/question recently

1. Add a collapsible "Interactions/Request" grid onto the Veteran form called "Contact History", displayed under the Summary section
   1. Keep pagination
   2. Keep Search functionality - Single search box that searches on all fields in grid
   3. Sort by most recent on top
2. Columns are:
   1. Created On (date and time)
   2. Callback Number
   3. Reason for Request
   4. Interaction Type e Direction
3. Agent
4. First Call Resolution
5. Interaction Link
6. Request Link
7. Owner (Request)
8. Modified On (Request)
9. Status (Request)
10. Provide request link to open and have full functionality to assign to self, resolve, add FYI, Create actions taken, create progress note, view medications list (and transfer the selected medication to the PN), have access to the notes grid on the request form

# Summary

**Categories**

Function: Unassigned

Test Phase: Developer Test

# Formal Review

General Comments

**Manual Steps**

**Step 1**

**Execution Step**

Description\*

In the VCCM CRM application, log-in to the system as an FTP CCA/TAN/Pharmacy/PharmacyTech test user

Expected Results

The user is able to log-in as a FTP CCA/TAN/Pharmacy/PharmacyTech test user Comments

Validates

Attachments

**Step 2**

**Execution Step**

Description\*

Click on MVI Search from the USD ribbon

Expected Results

The user is directed to the MVI search page Comments

Validates

Attachments

**Step 3**

**Execution Step**

Description\*

Search for a Veteran (by traits or EDIPI)

Test Veteran Record: George VCCMAlberts 333624237, 10/18/1974 Expected Results

Veteran record is retrieved from MVI. Comments

Validates

Attachments

**Step 4**

**Execution Step**

Description\*

Click on the test facility for the Veteran record

Expected Results

An interaction is generated along with Veteran Info and Medical Charts tabs Comments

Validates

Attachments

**Step 5**

**Execution Step**

Description\*

Click on Veteran tab on the top of the form

**Step 6**

**Execution Step**

Description\*

User navigates to the 'Contact History' section located under the Summary section

Expected Results

Contact History section is displayed Comments

Validates

Attachments

**Step 7**

**Execution Step**

Description\*

User verfiies the following in the Contact History grid:

-The grid displays a pagination and also a Search functionality (single search box that searches on all fields of the grid)

-Sorted by most recent on top (Modified On)

-The following columns are listed

1. Created On (date and time)
2. Callback Number
3. Reason for Request
4. Interaction Type e Direction
5. Agent
6. First Call Resolution
7. Interaction (Link)
8. Request (Link)
9. Owner (Request)
10. Modified On (Request)
11. Status (Request)

**Step 8**

**Execution Step**

Description\*

User clicks on the Interaction Link or the Request Link and it will take the user to either the Interaction form or the Request form and will have full functionality if on the Request form (assign to self, resolve, add FYI, create actions take, create progress note, view med list, etc)

Expected Results

User is able to click on the Interaction Link or Request link and the application takes the user to the appropriate form and allows the user to have full functionality if on the Request form

Comments Validates

Attachments

# Associated E-Signatures

**Signed Action Signer Comment Additional Information**