**178081: 725484: Impacted Service Line**



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Test Data: Unassigned

Description: 725484: Impacted Service Line

# Summary

**Categories**

Function: Unassigned

Test Phase: Integration Test

# Formal Review

General Comments

**Manual Steps**

**Step 1**

**Execution Step**

Description\*

Expected Results

Only the PA and PASUP roles can assign an Impacted SL.

|  |  |
| --- | --- |
| ***VPAC*** | On the Interaction tab > Request Detail section. Verify the Impacted Service Line field is locked when you:  Open any interaction from the dashboard.  Open the Veteran session tab and click Create Interaction.  Click on ANONYMOUS ROC. |
| **SLA** | On the Interaction tab > Request Detail section. Verify the Impacted Service Line field is locked when you:  Open any interaction from the dashboard.  Open the Veteran session tab and click Create Interaction.  Click on ANONYMOUS ROC.  On the Interaction tab > Request Detail section. Verify the Impacted Service Line field is locked when you:  Open any interaction from the dashboard (via RoC link in Request… can't save b/c read-only). |
| **SL** |

Comments

Validates Attachments

**Step 2**

**Execution Step**

Description\*

**PA**

Load a customer by MVI Search (Byrd, edipi

1607998511)

Create an Interaction with yourself as PA, Patient Contacting.

Create Request A at 629/629BY, Priority=1-Crisis, Code=SC01

Click Assign to VPAC=Yes. Verify the Assigned/ Impacted SL fields lock.

Click Assign to VPAC=No. Verify the Assigned/ Impacted SL fields unlock.

Click Assigned Service Line = Administrative. Verify the Assign to VPAC & Impacted SL fields lock.

Clear the Assigned Service Line field. Verify the Assign to VPAC & Impacted SL fields unlock.

Expected Results

Impacted SL field locks when Assign to VPAC=Yes or Assigned SL field is set.

Comments

Validates

Attachments

**Step 3**

**Execution Step**

Description\*

**PA**

Click Assigned Service Line = Administrative. Verify

the Assign to VPAC & Impacted SL fields lock.

Click Add Request to save Request A. Verify it shows up in the Request Summary grid.

Create Request B at 629/629BY, Priority=2-Emergent,

Code=SC02

Click Impacted Service Line = Administrative. Verify the Assign to VPAC & Impacted SL fields lock.

Click Add Request to save Request B. Verify it shows up in the Request Summary grid.

Expected Results

Able to create requests with/without Impacted SL set. Comments

Validates

Attachments

**Step 4**

**Execution Step**

Description\*

**PA**

Double-click Request A to open the Request session

tab.

Clear the Assigned Service Line field. Click away or press the Tab key.

Verify the Assign to VPAC & Impacted SL fields unlock.

**Click Save. (if you don't, both Assigned/ Impacted are set)**

Click Impacted SL = Administrative. Verify the Assign to VPAC & Impacted SL fields lock. Click Save.

At this point, the status is Open. Click ASSIGN TO SELF / Assign to Me from the session tab toolbar.

Verify status is In Progress.

**NOTE: the Resolve Request button is not presented unless you refresh at this point - DEFECT**

Add a Resolution Activity, and Resolve the Request. Verify the Status=Closed and the request is read-only.

Dismiss the Request tab to return to the Interaction tab.

Expected Results

Able to retake the Assigned SL Request, document the Impacted SL, and resolve the Request.

Comments

Validates

Attachments

**Step 5**

**Execution Step**

Description\*

**PA**

Double-click Request B to open the Request session

tab.

Clear the Impacted Service Line field. Click away or press the Tab key.

Verify the Assign to VPAC & Assigned SL fields unlock.

**Click Save. (if you don't, both Assigned/ Impacted are set)**

Click Assigned SL = Administrative. Verify the Assign to VPAC & Impacted SL fields lock. Click Save.

Verify the status is Assigned. (Ready to work by the SL)

Dismiss the Request tab to return to the Interaction tab.

Expected Results

Able to go from Impacted SL to Assigned SL for Service Line to work.

Comments

Validates

Attachments

**Step 6**

**Execution Step**

Description\*

**SL**

From the QUEUES, open Request B (Assigned status)

in the PATS: Available Requests to Work On view

At this point, the status is Open. Click ASSIGN TO SELF / Assign to Me from the session tab toolbar.

Verify status is In Progress.

Add a few Actions, but not a Resolution. Exit the application; the PA will take it over.

Expected Results

The request status is In Progress with a SL

**Step 7**

**Execution Step**

Description\*

**PA**

On the Dasboard, open request that is Due for PA and

assigned to a SL (status=InProgress).

Verify the Impacted Service Line field is locked (because it's assigned to the SL).

Click in the Assigned Service Line field and delete the assignment.

Click away from the field or press tab. Verify the Impacted Service Line field is now unlocked.

Click Save.

Click the Impacted Service Line pulldown selector. Select the same Service Line. Click Save.

Click ASSIGN TO SELF, then Assign to Me. Verify Status = In Progress & the Resolve Request button displays.

Add a Resolution Activity and click Resolve Request.

Verify the Status goes to Closed and the Request record is now read-only.

Expected Results

Able to take back a request from the SL when it is In Progress

Comments

Validates

Attachments

Impacted SL field behavior same as PA role.

**Step 8**

**Execution Step**

Description\*

**PASUP**

Repeat the testing performed for the PA role.

Expected Results

# Associated E-Signatures

**Signed Action Signer Comment Additional Information**