[**180968: VCCM\_6\_S#725804\_Enhancement: Allow Request Creation**](https://URL/qm/service/com.ibm.rqm.integration.service.IIntegrationService/resources/FtP%2B%28QM%29/executionscript/VCCM_6_S725804_Enhancement%3A_Allow_Request_Creation_when_Request_is_already_open_in_Session)[**when Request is already open in Session**](https://URL/qm/service/com.ibm.rqm.integration.service.IIntegrationService/resources/FtP%2B%28QM%29/executionscript/VCCM_6_S725804_Enhancement%3A_Allow_Request_Creation_when_Request_is_already_open_in_Session)



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State: Approved

Originator: Pribyl, Brent (BAH) Owner:

Type: Manual

Test Data: Unassigned

Description: As a CCA/Pharmacy Tech, I need the ability to create a request on save of an Interaction even when I have opened other requests for that Veteran in the same session so that I can create a new request if none of the other requests relate to the Veteran's current topic.

1. When opening a Request from contact history, show in tab called "Existing Request".
2. When saving an Interaction for the first time, new request is created in tab called "Request".

# 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\*

User clicks on Veteran tab

Expected Results

User is taken to Veteran form Comments

Validates

Attachments

**Step 6**

**Execution Step**

Description\*

On Veteran form user scrolls down to Contact History section and double clicks any request listed in the grid. User verifies a new tab is opened called 'Existing Request'

Expected Results

Existing Request' tab is opened and it displays the information from the existing request Comments

Validates

Attachments

**Step 7**

**Execution Step**

Description\*

User navigates back to the Interaction form and fills out the required information and sets 'First Call Resolution' = No and clicks Save. User verifies that a new Request form is opened and the tab name is called "Request"

Expected Results

"Request" tab is opened and the user is able to enter information on the request form as well as see the "Existing Request" tab at the top Comments

Validates

Attachments

**Associated E-Signatures**

**Signed Action Signer Comment Additional Information**