UAT

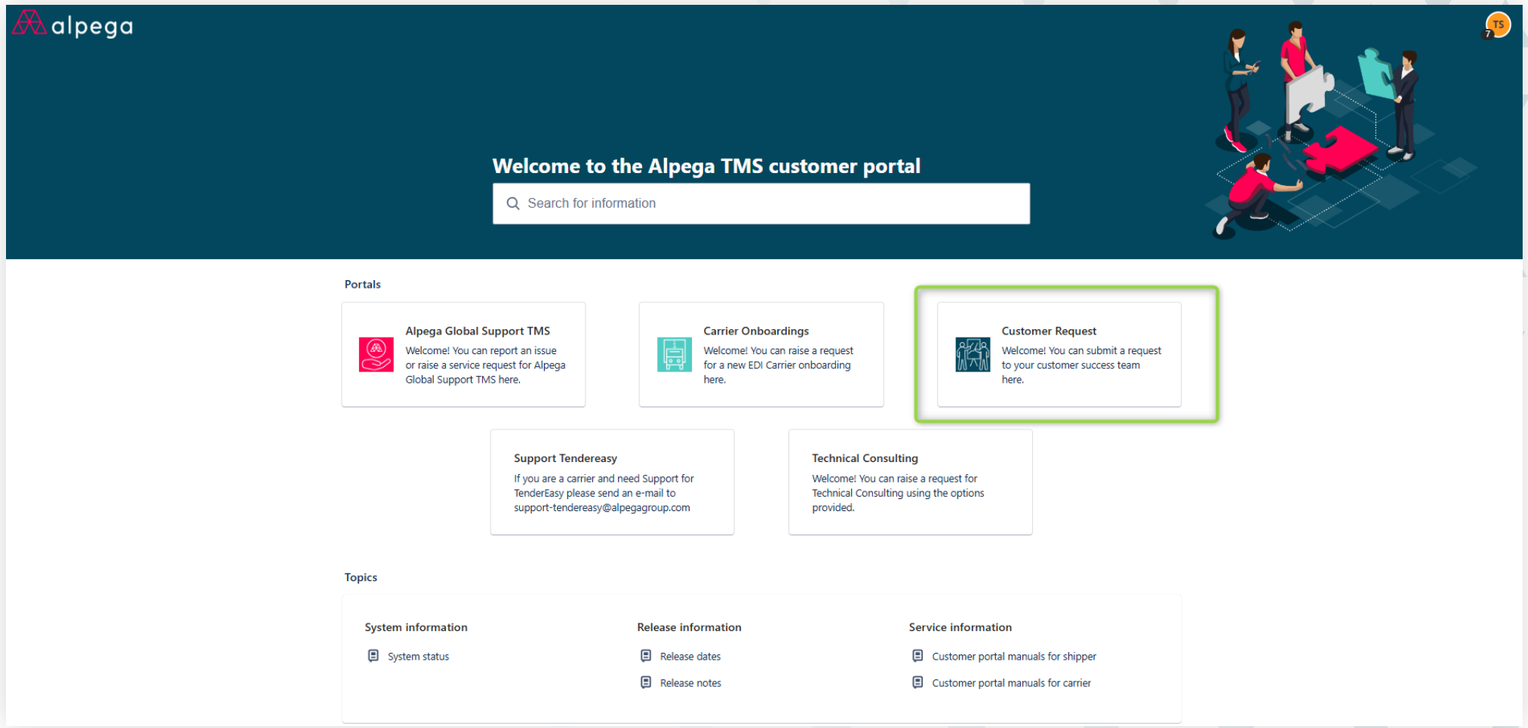
This guide explains how to create a User Acceptance Testing defects request to your Customer Success Team using the Alpega JIRA Service Management portal.

alpega

PROJECT SELECTION

To begin, open the **Customer Portal** in your browser at alpegagroup.atlassian.net and log in with your registered email address.

Once you've successfully logged in, click on the ***"Alpega Customer Request"*** portal to proceed.

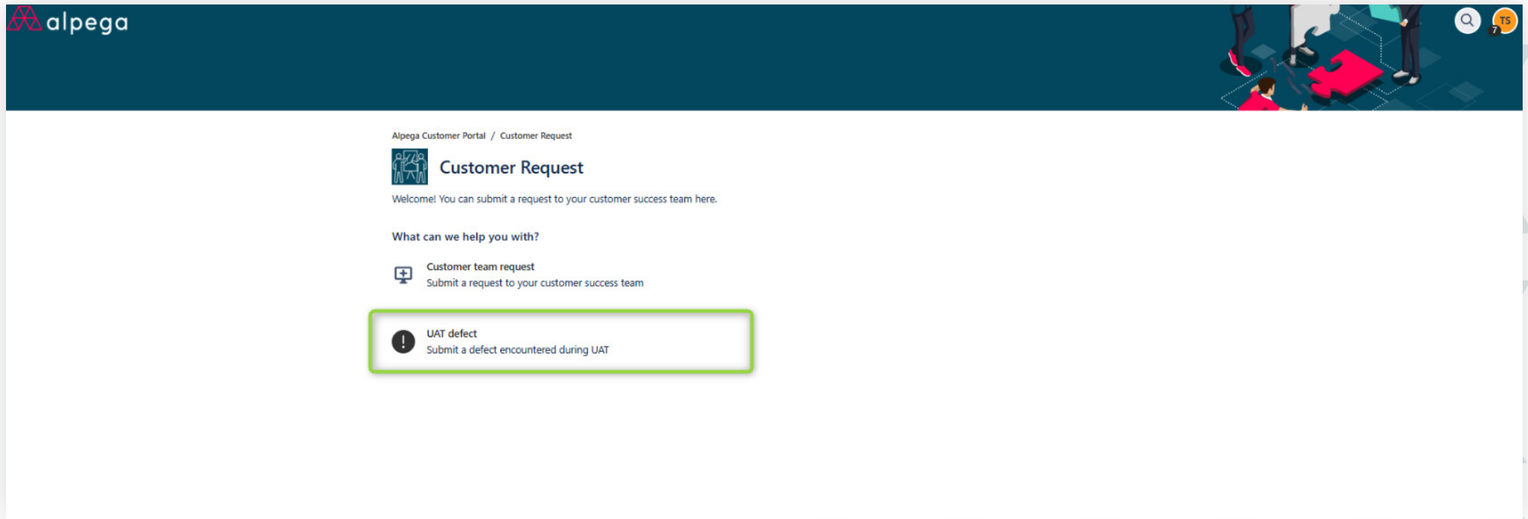


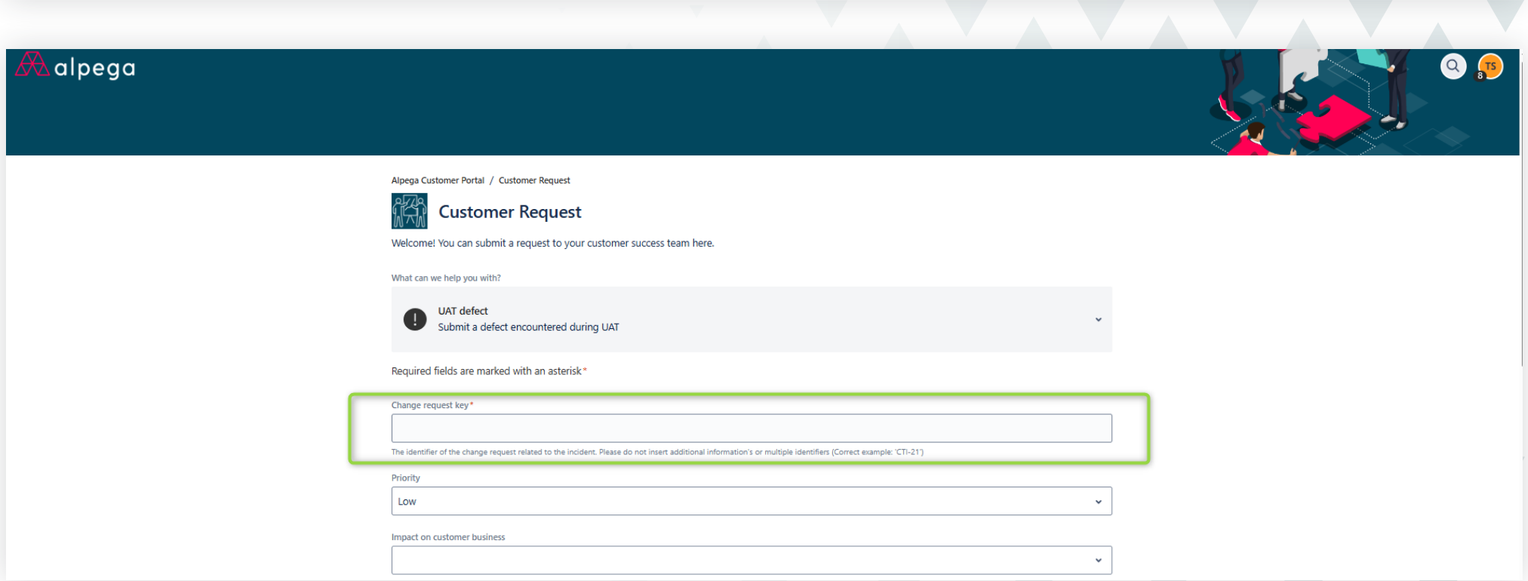
REQUEST TYPE

First, you'll select your Ticket Type:

- **UAT Defect:** Select this option if you need to submit a defect that was encountered during User Acceptance Testing (UAT).

For accurate incident linking, provide solely the unique change request identifier (for example, ***"CTI-21"***), ensuring that no additional information or codes are included.

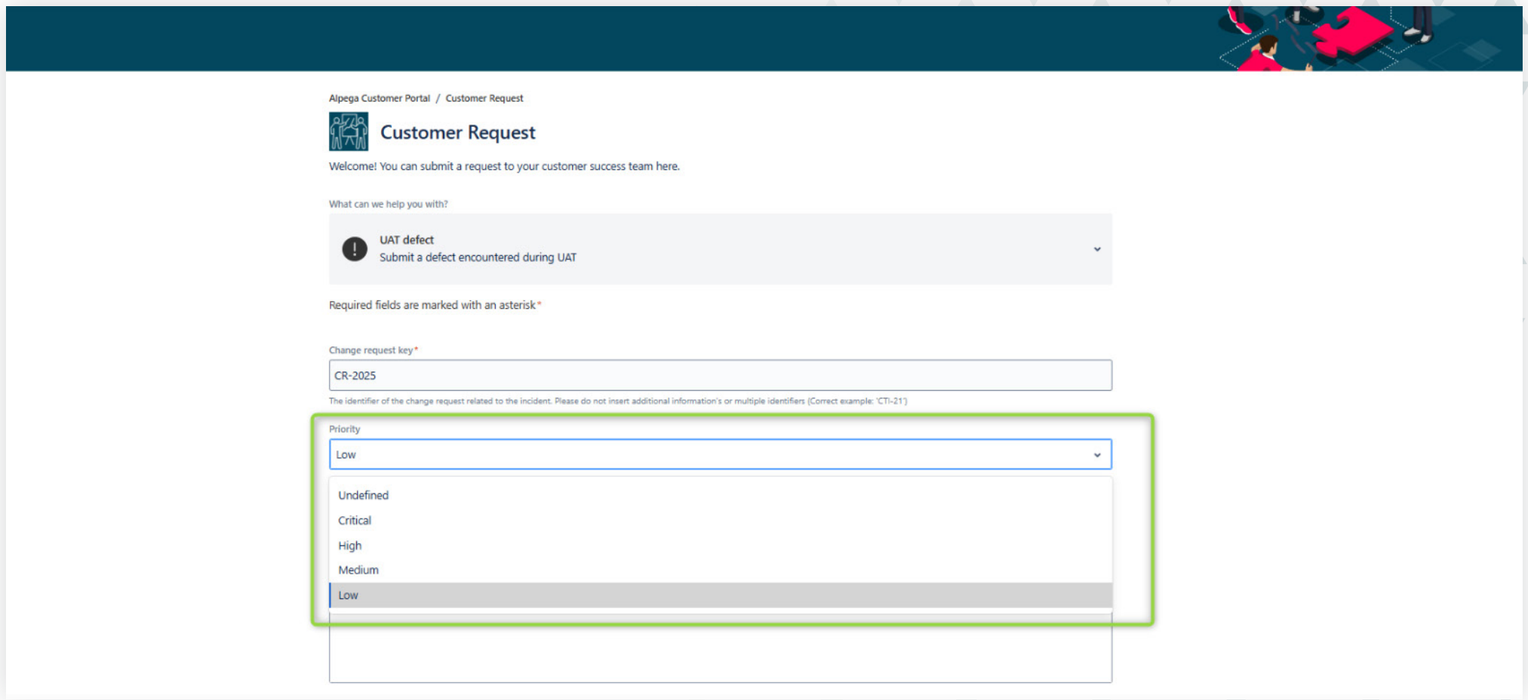




PRIORITY

Next, set your ticket's ***'Priority'*** – this guides our team based on your request's business importance.

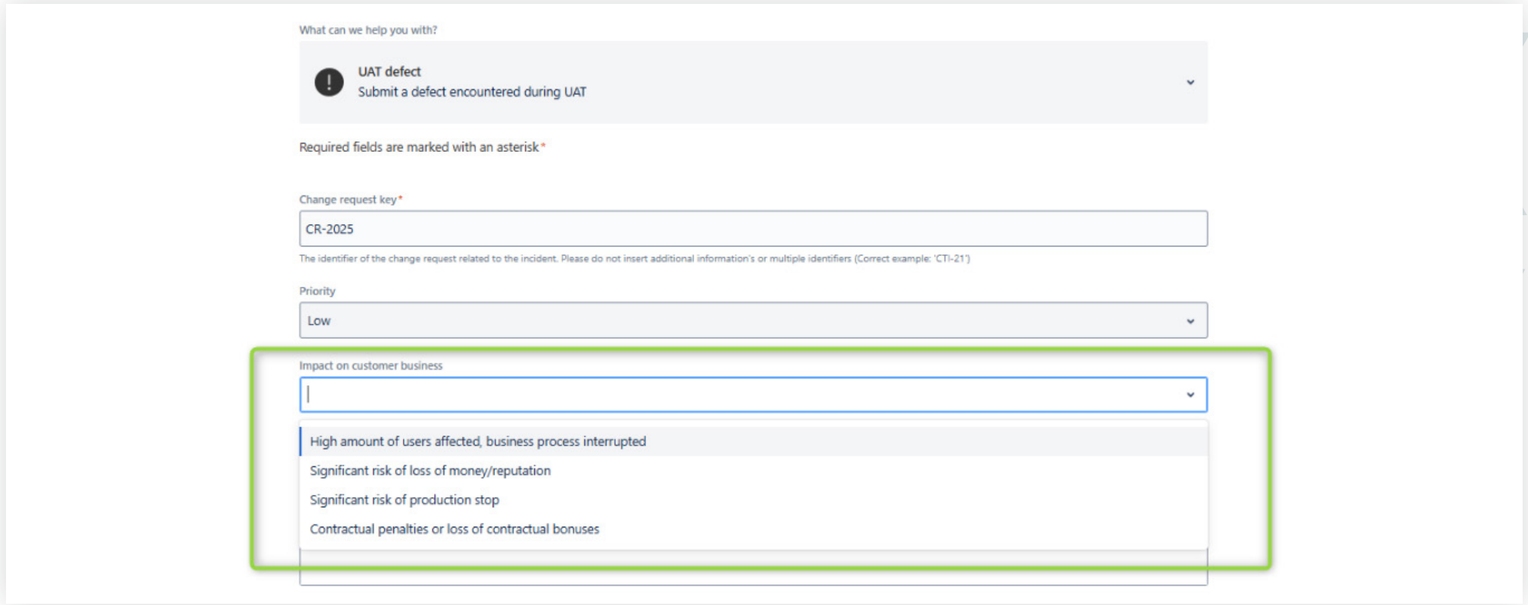
- **Critical:** Urgent and essential change needed to meet legal, regulatory or business-critical deadlines. Delays cause major risk or loss.
- **High:** Important improvement with broad impact. Supports key projects or efficiency gains. Time-sensitive but not urgent.
- **Medium:** Useful enhancement for specific teams or workflows. Not urgent.
- **Low:** Minor adaptation or idea with limited impact. No urgency. Can be considered for future planning.



BUSINESS IMPACT

Impact on customer business:
From the dropdown, select the most accurate description of the defect's impact. Options include:

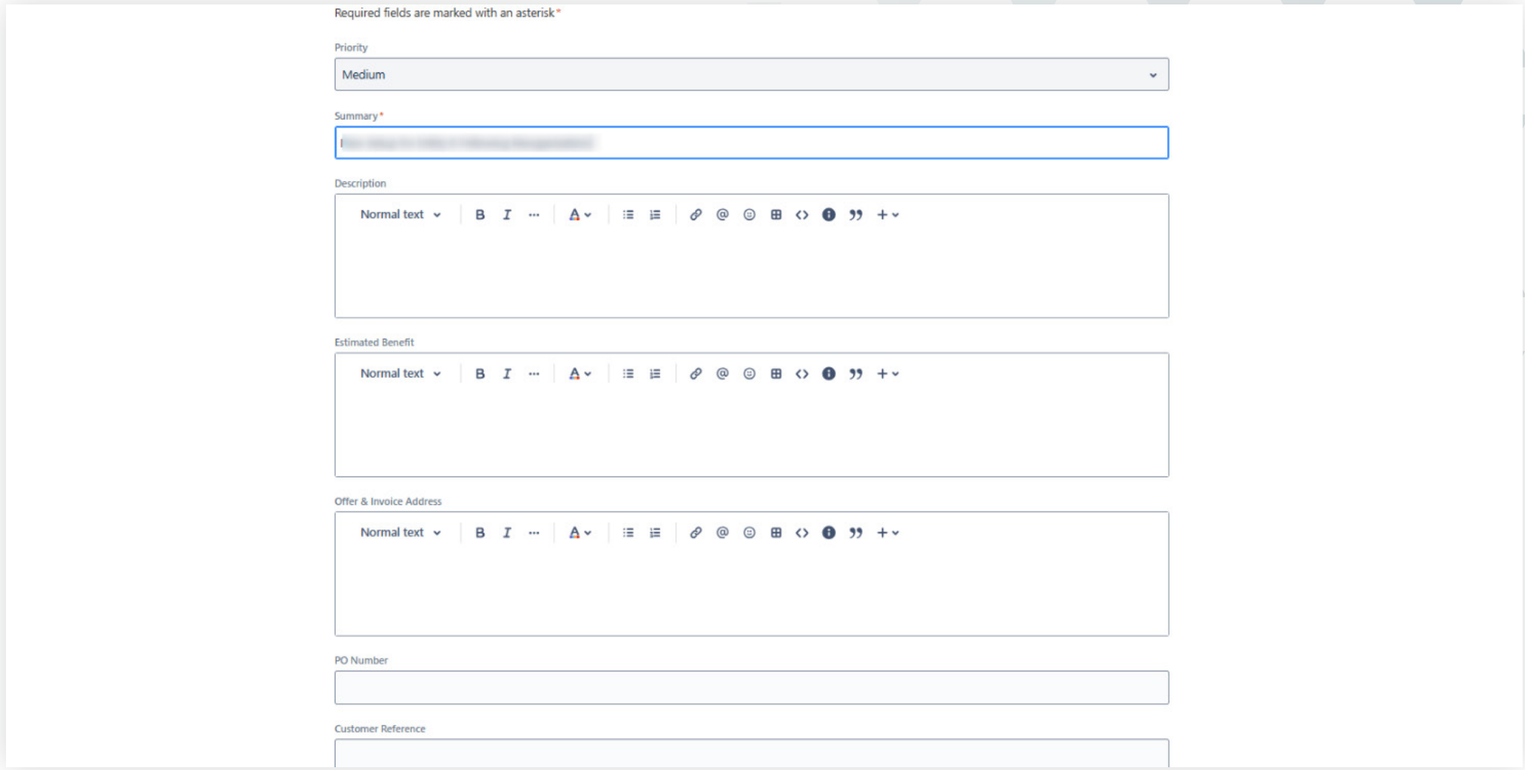
- High amount of users affected, business process interrupted
- Significant risk of loss of money/ reputation
- Significant risk of production stop
- Contractual penalties or loss of contractual bonuses



SUMMARY

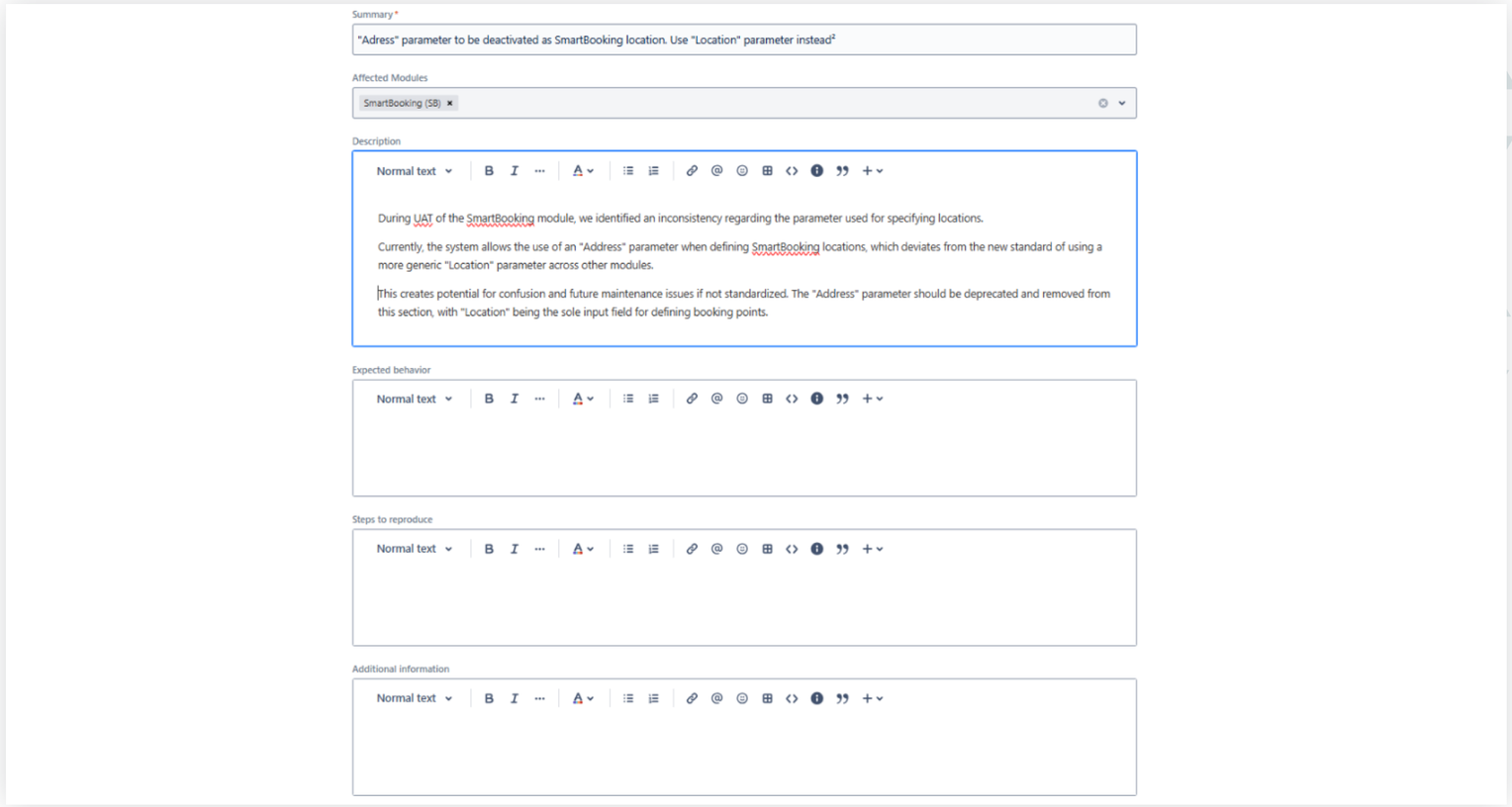
Provide a concise and clear summary of the UAT defect. For example, *“’Address’ parameter to be deactivated as Smart Booking location. Use ‘Location’ parameter instead.”*

Affected Modules: Specify the module(s) impacted by the defect. For instance, *“Smart Booking (SB)”*.



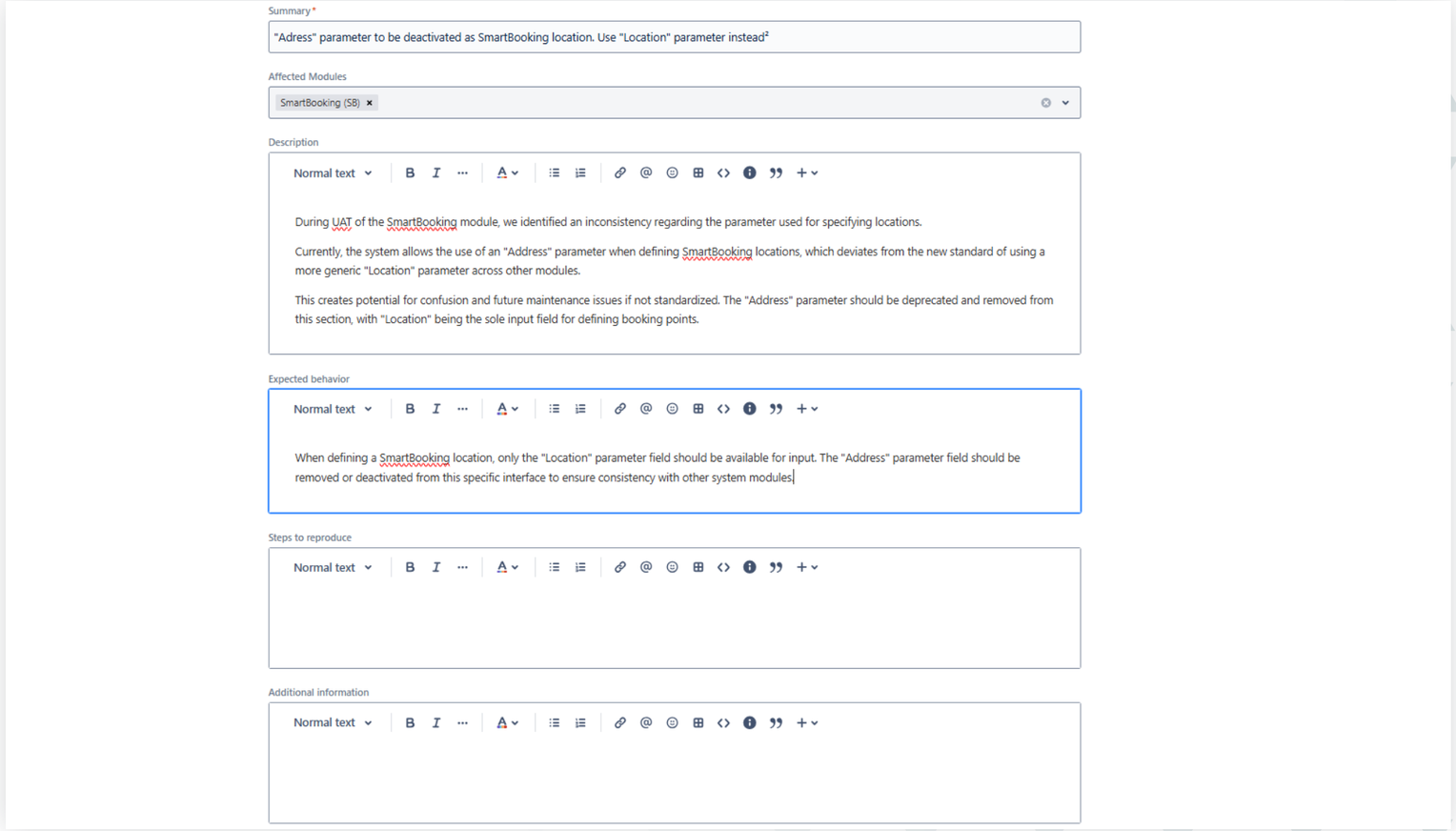
DESCRIPTION

Provide a detailed description of the defect, explaining the inconsistency or issue encountered. For example, *“During UAT of the Smart Booking module, we identified an inconsistency regarding the parameter used for specifying locations. Currently, the system allows the use of an ‘Address’ parameter when defining Smart Booking locations, which deviates from the new standard of using a more generic ‘Location’ parameter across other modules.”*



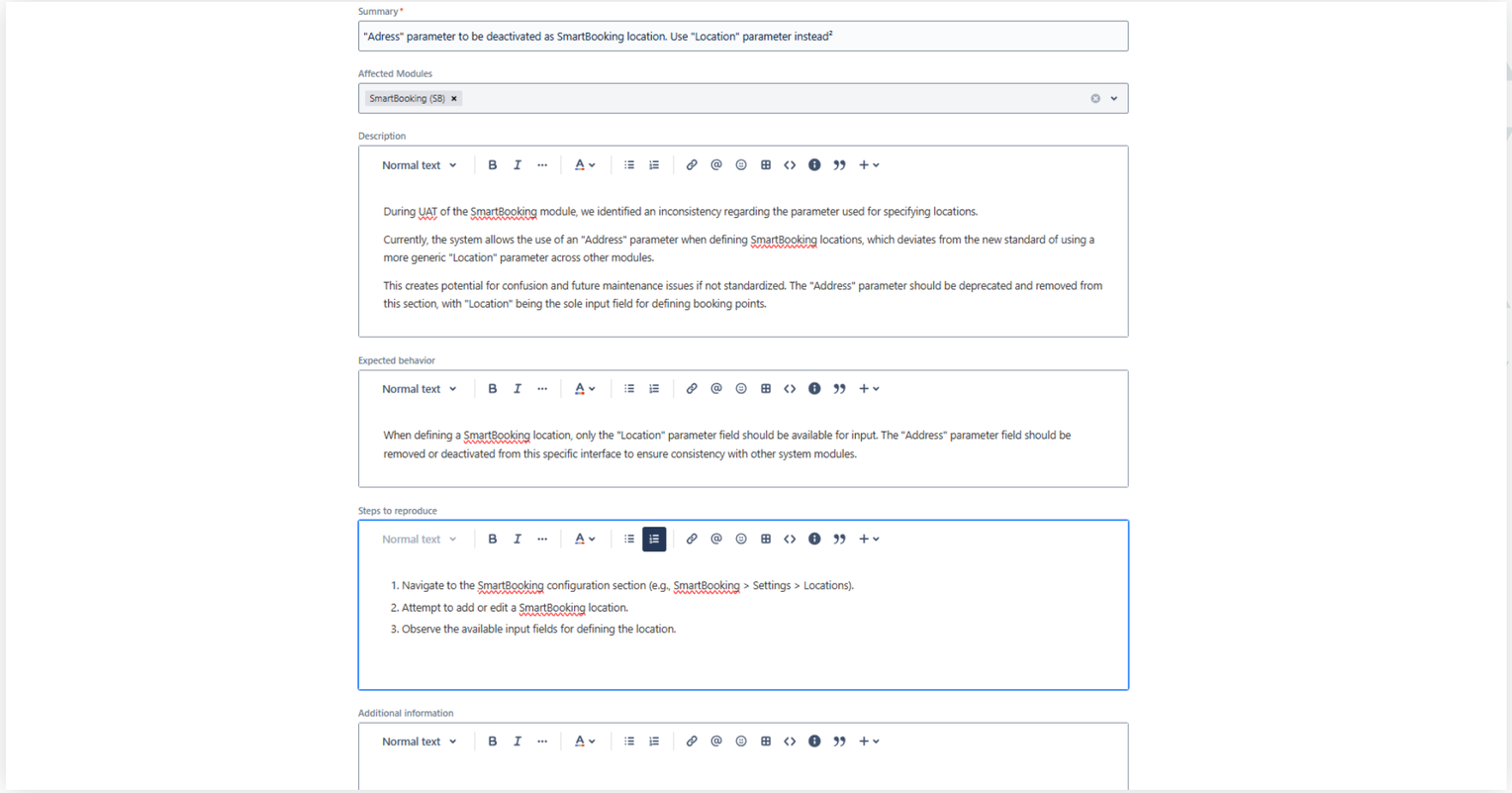
DESCRIPTION

- **Expected behavior:** Describe how the system should behave. For example, *“When defining a Smart Booking location, only the ‘Location’ parameter field should be available for input. The ‘Address’ parameter field should be removed or deactivated from this specific interface to ensure consistency with other system modules.”*



DESCRIPTION

- **Steps to reproduce:** Provide clear, numbered steps that can be followed to reproduce the defect.



DESCRIPTION

- **Additional information:** Include any other relevant details that might help in understanding or resolving the defect.

When defining a SmartBooking location, only the "Location" parameter field should be available for input. The "Address" parameter field should be removed or deactivated from this specific interface to ensure consistency with other system modules.

Steps to reproduce

Normal text

1. Navigate to the SmartBooking configuration section (e.g., SmartBooking > Settings > Locations).
2. Attempt to add or edit a SmartBooking location.
3. Observe the available input fields for defining the location.

Additional information

Normal text

This modification simplifies user input by standardizing location definition across the system, preventing potential data discrepancies and aligning with our unified data model strategy.

Customer Reference

PROJ-2025-SB-STANDARDIZATION

Can be used by the customer. Content is not taken into any consideration by Alpega.

Attachment

Drag and drop files, paste screenshots, or browse

Browse

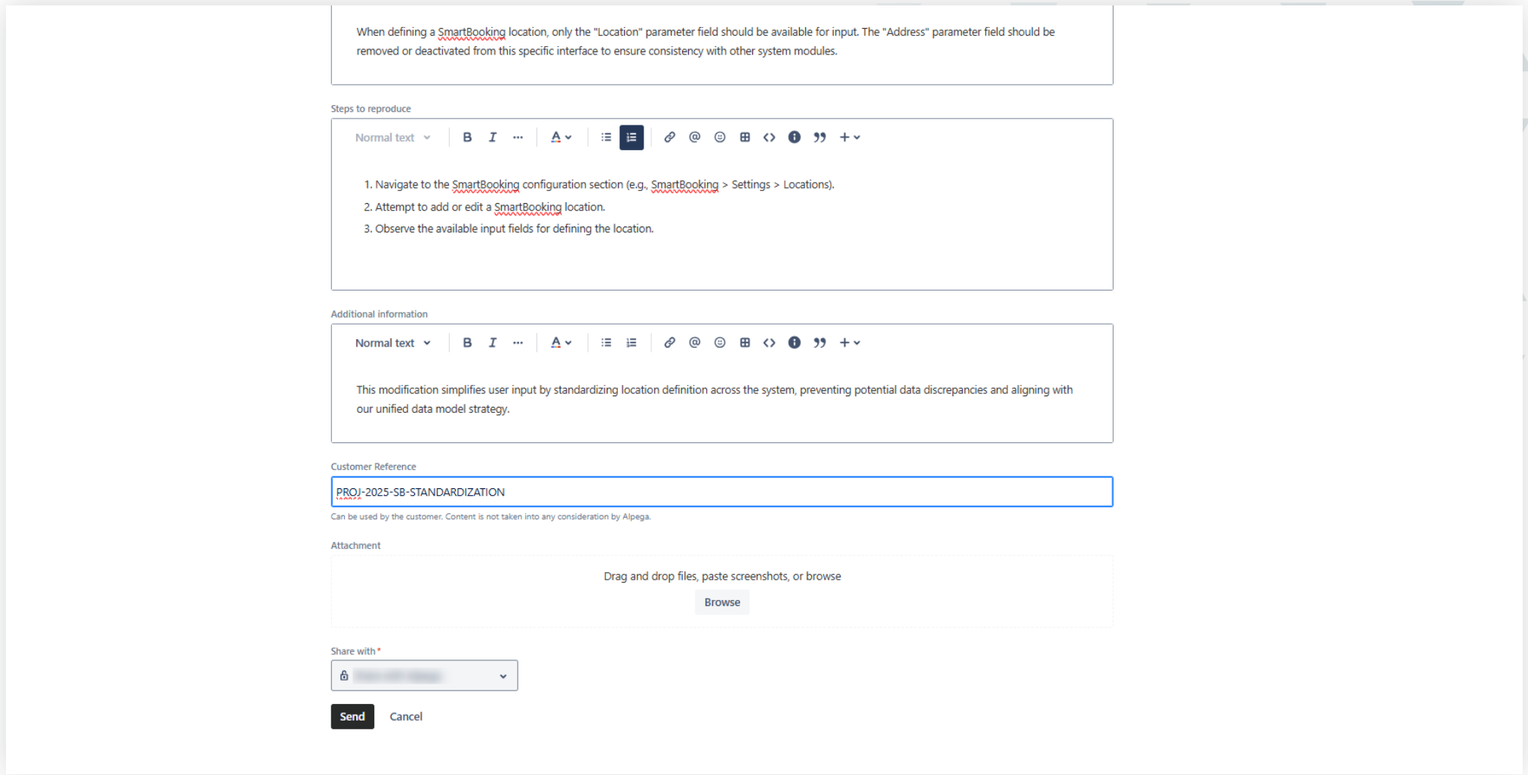
Share with *

Send Cancel

Powered by Jira Service Management

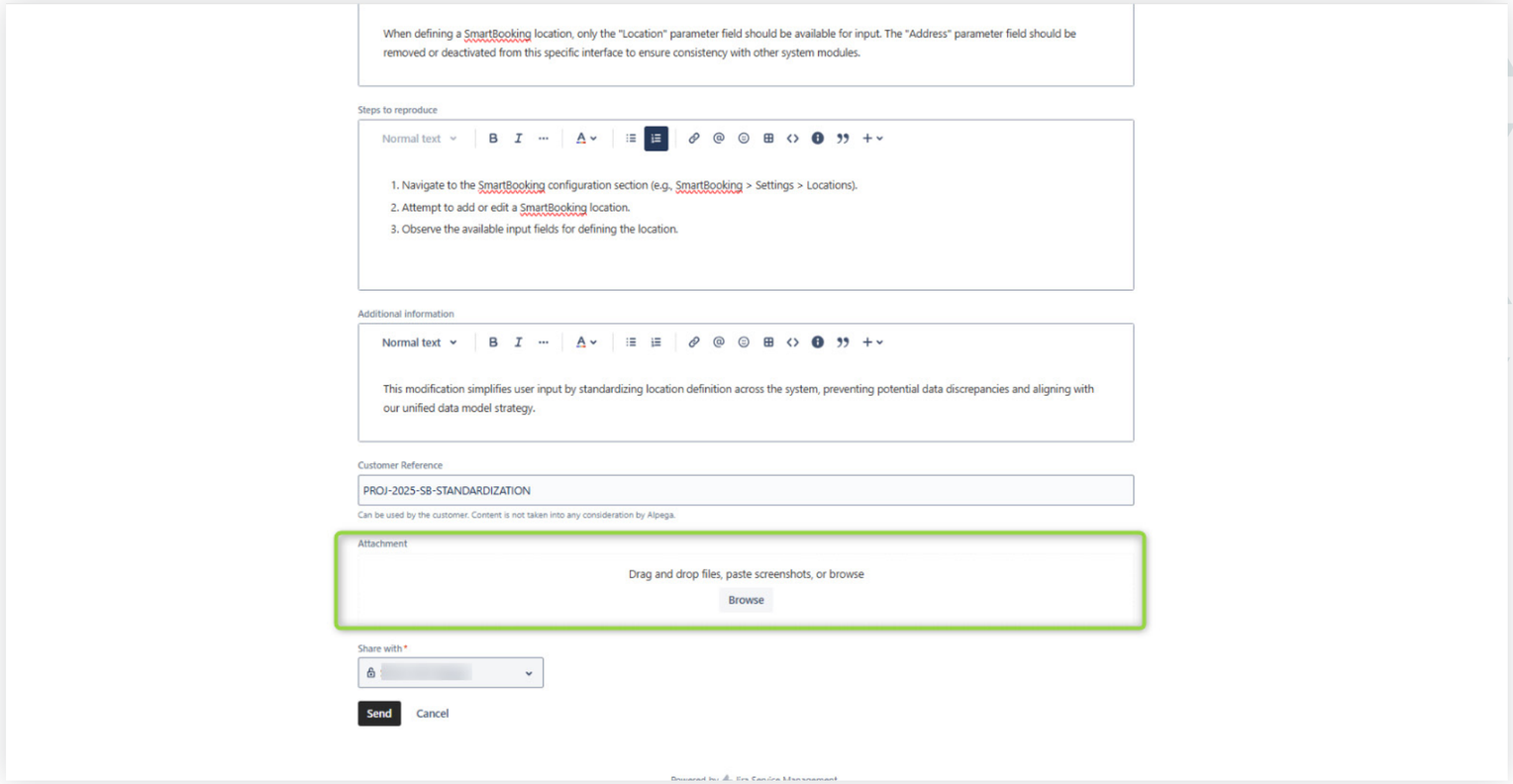
DESCRIPTION

- **Customer Reference:** This field is available for your reference; however, the content entered here is not taken into consideration by Alpega.



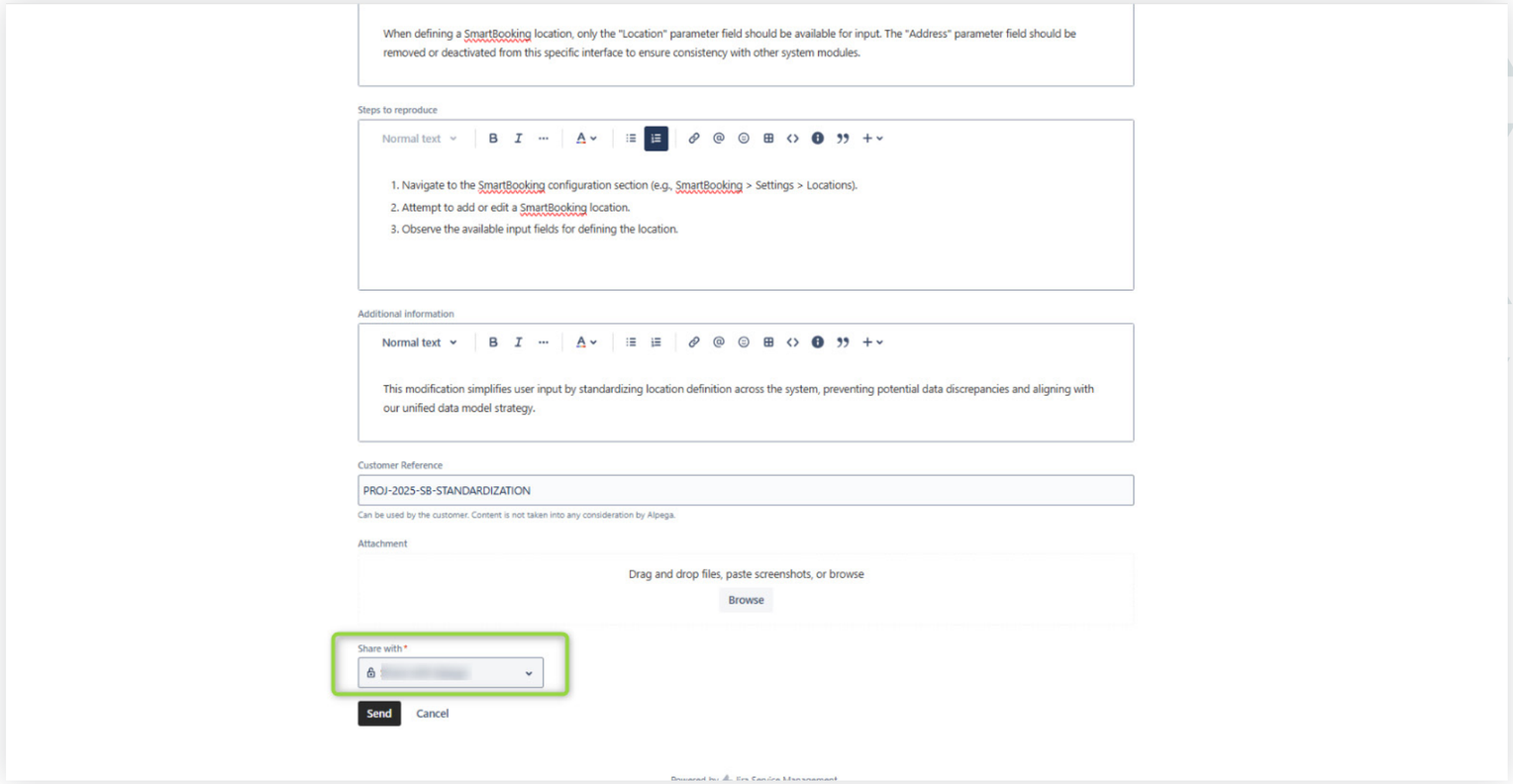
ATTACHMENTS

- **Attachment:** To include supporting documents or screenshots, you can drag and drop files, paste screenshots directly, or use the “Browse” option.



ATTACHMENTS

- **Share with:** You can easily add additional participants from your organization to your ticket. Search for their names and add them, then they receive the same notifications as you, ensuring everyone stays on the same page.



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