eServices - Bug #12

Escalate tranasaction - available actions

04/21/2016 11:11 AM - Saja Nakhleh

Status:	Closed	**Start date:**	04/21/2016
Priority:	Normal	**Due date:**	
Assignee:	Saja Nakhleh	**% Done:**	0%
Category:		**Estimated time:**	0.00 hour
Target version:		**Spent time:**	0.00 hour
Co-Workers:		**Actual Result:**	all the actions are available; consider the attached evidence
Severity:	Normal	**Environment:**	QA
Category:	initial design - commercial	**Transaction Number:**	
Sub-Category:		**Username:**	
Step_Description:		**Browser:**	Firefox
Pre_Conditions:		**URL:**	
Expected Result:	ONLY "Return transaction" action is available	**Test Case ID:**	

Description

Pre-Condition:
1- Create new transaction then submit it

Steps:
1- From the Worklist screen, Open the transaction
2- Click claim
3- Enter a comment then click Escalate
4- Login using the manager of the user who escalated the transaction
5- Observe the available actions

History

#1 - 04/21/2016 04:04 PM - Saad Jaradat

- Status changed from Open to Feedback

- Assignee changed from Saad Jaradat to Saja Nakhleh

this is correct.
You can check with Raed and ask him to correct the SRS.

#2 - 04/24/2016 11:52 AM - Raed Al Ghamry

Since it's a common behavior for all eservices for this common action, then no need to change what it is, I'll update the SRS regarding this.

#3 - 04/28/2016 03:17 PM - Saja Nakhleh

- Status changed from Feedback to Closed

Confirmed. Thanks

Files

Escalation.GIF	152 KB	04/21/2016	Saja Nakhleh