**Freshservice User Acceptance Testing (UAT) Checklist**

This checklist is used during the UAT phase to verify that Freshservice functionalities behave as expected. Each test area below should be validated and documented, along with its corresponding outcomes.

**Ticket Creation**

**Test Description:** Submit an **incident** from the portal  
**Expected Outcome:** Ticket is created and routed to the correct group  
**Status:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Tested By:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Comments:**

**Ticket Creation**

**Test Description:** Submit a **service request**  
**Expected Outcome:** Fields load, request submits with approval if required  
**Status:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Tested By:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Comments:**

**SLA Validation**

**Test Description:** Create a **high-priority** ticket  
**Expected Outcome:** SLA timer starts correctly, and the countdown is visible  
**Status:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Tested By:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Comments:**

**Workflow Behavior**

**Test Description:** Trigger **onboarding** workflow  
**Expected Outcome:** Approval and task sequence fires as configured  
**Status:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Tested By:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Comments:**

**Portal Usability**

**Test Description:** Navigate to and **search** the portal  
**Expected Outcome:** The User can find articles and submit a ticket easily  
**Status:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Tested By:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Comments:**

**Notifications and Alerts**

**Test Description:** **Resolve** a ticket and **trigger** the closure email  
**Expected Outcome:** Requester receives resolution notification  
**Status:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Tested By:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Comments:**