# Sandbox Testing Tracker – Freshservice Implementation

Use this tracker to document who tested each feature area, capture status, and log notes or issues encountered. This supports testing, validation, and audit readiness in accordance with ITIL's Service Validation and Testing practices.

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| --- | --- | --- | --- | --- |
| Feature Area | Test Scenario | Tested By | Status | Notes |
| Workflows | Ticket routing, SLA changes, manager approvals |  |  |  |
| Service Catalog | Form field logic, conditional visibility, request fulfillment |  |  |  |
| Asset CMDB | Relationship mapping, lookups, asset status changes |  |  |  |
| Roles & Groups | Role-based visibility, access boundaries |  |  |  |
| SLA Policies | Timer behavior, escalation notifications |  |  |  |
| Integrations | API requests, app node calls, webhook responses |  |  |  |
| Portal | End-user visibility, language localization, announcement rendering |  |  |  |