# What to Test in Sandbox – Freshservice & ITIL Alignment

This guide outlines recommended test scenarios in a Freshservice sandbox environment to validate system configuration, workflow logic, and user experience. Each area should be evaluated under multiple user roles (e.g., Admin, Agent, Requester) to ensure accuracy and compliance with ITIL-aligned processes.

## Test Matrix by Feature Area

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| **Feature Area** | **Test Scenarios** |
| **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 |

## ITIL Alignment

• Service Validation and Testing: Ensures each component functions as designed across ITIL processes.  
• Change Enablement: Validates that new configurations or workflows do not introduce risk or unintended behavior.  
• Access Management: Confirms proper role segregation and access controls.  
• Continual Improvement: Identifies usability or configuration issues early, enabling remediation before production use.