# Best Practices for Testing in Sandbox – Freshservice & ITIL Alignment

Effective sandbox testing ensures reliable Freshservice configuration and supports ITIL-aligned service quality. These best practices promote structured validation, stakeholder engagement, and traceability of test outcomes.

## Testing Best Practices

* Use Sample Data: Create simulated tickets, assets, and users to validate full lifecycle processes.
* Tag Your Tests: Use identifiable tags like “test-onboarding” or “sandbox-automation” to keep test records organized.
* Involve End Users: Include power users in early testing—they will often uncover usability issues.
* Track and Triage: Use a dedicated internal ticket form or Excel log to track testing issues and follow-up items.
* Don’t Test Alone: Include multiple departments in testing, especially for cross-functional workflows.

## ITIL Alignment

* Service Validation and Testing: Encourages testing under realistic scenarios with multiple users and services.
* Continual Improvement: Enables structured feedback loops by documenting and addressing test issues.
* Change Enablement: Engages stakeholders early and supports safe rollout of new configurations.
* Collaboration and Visibility: Cross-functional testing improves stakeholder understanding and reduces deployment risk.