

## **Instructions for Test Scenario #10**

The purpose of Test Scenario #10 is to exercise numerous CHAT functions -- involving Supervisors/Chat Hosts and Members -- within the overall CHAT Function Application. Depending upon your assigned role, you will perform either Supervisor/Chat Host- or Member-specific functions and interact with one another to check out these functions.

The **Test Script** must be followed. In general, a tabular-format **Test Script** is so arranged to guide all testers through each of the numbered test blocks (indicated by a **1, 2, 3, 4, 5**, etc. in the left-most column) associated with Test Scenario #10.

Before even the first task in the **Test Script** can be started, however, each tester must be assigned a role. Role assignments for each tester will be made VERBALLY immediately prior to beginning the **Test Script**-based testing.

*NOTE: At the present time, no **Assigned Role-specific Worksheets (ARWs)** are provided for testers to follow for making specific combinations of field entries to make within each numbered test block activity.*

As a less formal replacement for **ARWs**, refer to the accompanying **Activity Description Sheets (ADSs)**. These sheets provide general details on what the collective group of assigned role testers are to accomplish during this test scenario.

*NOTE: **ADSs** do NOT indicate detailed keystrokes and/or sequences of checks which should be performed for each task #. Instead, **ADSs** simply serve to suggest general guidelines and an overall procedure for testers to follow based upon assigned roles.*

**Scenario #10: Supervisors/Chat Hosts/Members Interact (Part 1)****Summary Description**Supervisors/Chat Hosts

Among the features to be exercised or observed by Supervisors/Chat Hosts in this test scenario are these:

- ? Appearance of Supervisor and Chat Host windows and functions
- ? Create/Edit an Area
- ? Create/Edit a Room
- ? Edit a Member Room (Chat Hosts & Supervisors)
- ? Create/Edit an Auditorium
- ? Add/Edit a Speaker
- ? Edit Member Chat Profile
- ? Supervisors examine/exercise/change their Set-Up Options
- ? Supervisors exercise Alert Center window functions
- ? Chat Host sends Instant Messages to specific Members
- ? Chat Hosts (and Supervisors) suspend specific Members from Chat

Members

Among the features to be exercised or observed by Members in this test scenario are these:

- ? Members examine/confirm attributes of both newly-created and edited Areas, Rooms, Auditoriums, and Chat Profiles
- ? Certain (assigned) Members create and send messages as alerts to the system's Chat Host(s) citing (scripted) misuses of Chat by other (assigned) members either within rooms or encountered via Instant Messages from one or more (assigned) members
- ? Specific Members experience suspension from Chat
- ? Specific Members become reinstated into Chat

**Test Conditions**

- ? Shadow environment must be used for this scenario.
- ? Eight or more testers must be available (three Supervisors/Chat Hosts, five or more Members).
- ? Supervisors/Chat Hosts are to have pre-assigned ID's and nicknames which do NOT have to be changed at any time during this test scenario.
- ? Each tester's assigned role will be verbally made immediately prior to the actual testing. Each tester will be provided with a set of **Activity Description Sheets (ADSs)** as general reference material (see above explanation).

**Completion Time to Reserve for Test Scenario #10**

For the set of numbered tasks in the Test Script for Test Scenario #10, a nominal completion time of 45 minutes should be reserved. The point is to take sufficient time to be sure that you perform all steps as directed, not to see how quickly you can finish. Your assistance in discovering problems, awkward operations, and conflicting or confusing conditions is what is vital to the success of this testing program.

## #10: SUPERVISORS/CHAT HOSTS/MEMBERS INTERACT (PART 1)

**Procedure for testers**

- ? For maximum effectiveness, the multi-page table-based **Test Script** should be followed step-by-step as written by all testers. Exceptions to this should only occur if so directed by the individuals in charge of the testing -- perhaps due to last-minute changes and 'forced' alternatives.
- ? Each of the numbered tasks within the overall scenario refers to information provided separately on **Activity Description Sheets (ADSs)**.

**NOTE 1:** *Detailed instructions down to the keystroke level are not always provided, particularly in the **Test Script** document because much of what you are to do to complete tasks will be reasonably obvious. However, if you ever have questions about how to perform any numbered task or the associated Assigned Role-specific instructions, please stop and ask the Test Scenario Administrator to clarify the matter. Don't guess. If something is not clear to you, ask for clarification right away. Finally, if you wish to express some comments as feedback regarding any particular task, write them in the areas of the **Test Script** reserved for this purpose.*

**NOTE 2:** *For each test situation that results in your placing an "X" in the rightmost column to indicate a FAIL condition, please complete a **Problem Report** form (available from your Test Scenario Administrator).*

- ? Once you have completed all the tasks in the Test Scenario #10 **Test Script**, return the **Test Script**, the **ADS**, and all **Problem Report** forms that you filled out to the Test Scenario Administrator.

**Script for Test Scenario #10**

Each tester should follow the directions and fill in the blanks beside each of the questions and/or place check marks in the appropriate columns. Remember: When the **Test Script** is completed, return it to the Test Scenario Administrator.

<b>T A S K #</b>	<b>==== ACTIVITY ====</b>  <i>Who does what, when, what members look for or check, etc.</i>	<b>== EXPECTED ====</b> <b>== OBSERVATIONS ==</b>  <i>What should be seen either by one, several, or all testers (as indicated)</i>	<b>QUESTIONS, NOTES, AND STATUS CHECKS</b>  <i>Additional Comments, Room for Comments (if left blank), and Verification Requests</i>	Put a ? for PASS or X for FAIL
<b>1</b>	<b>Everyone registers for and/or logs into the Chat Function Application.</b> ----- <u>NOTE</u> : Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.	CHAT COMMUNICATIONS SCREEN;  or  NON-PLATINUM -- if you have not yet downloaded Chat-compatible RS/9 version software onto your machine.	<b>Verify</b> that one of the two observations occurs. ----- <u>NOTE</u> : Every tester should be able to complete Task #1 -- unless you are subject to Full Chat lockout -- and an RS/9 download has been performed if non-platinum notification had occurred.	
<b>2</b>	<b>Members check/change Nicknames and Set-Up Options. Supervisors/Chat Hosts check out View as Member and Quiet Entry combinations.</b> ----- <u>NOTE</u> : Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.	"X's" should be present for Instant Messages, at a minimum so that communications between all Members can take place.  Supervisors/Chat Hosts should see (Supervisor), (Chat Host), or "nothing" [when View as Member is specified] as part of the Header of various windows.	<b>Verify</b> that your nickname matches that assigned to you for your role in this test scenario.  <b>Verify</b> this.	
<b>3</b>	<b>Supervisors create and edit Areas, Rooms, and Auditoriums.</b> ----- <u>NOTE</u> : Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.	Headers in each of the respective windows which appear for each selected button should contain (Supervisor) as part of the title.	<b>Verify</b> this.	

## #10: SUPERVISORS/CHAT HOSTS/MEMBERS INTERACT (PART 1)

<b>T A S K #</b>	<p>==== <b>ACTIVITY</b> ====</p> <hr/> <p><i>Who does what, when, what members look for or check, etc.</i></p>	<p>== <b>EXPECTED</b> ====</p> <p>== <b>OBSERVATIONS</b> ==</p> <hr/> <p><i>What should be seen either by one, several, or all testers (as indicated)</i></p>	<p><b>QUESTIONS, NOTES, AND STATUS CHECKS</b></p> <hr/> <p><i>Additional Comments, Room for Comments (if left blank), and Verification Requests</i></p>	<p>Put a ? for PASS or X for FAIL</p>
<b>4</b>	<p><b>Each Member creates a Room.</b></p> <p>-----</p> <p><u>NOTE:</u> Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.</p>	<p>Each Member's Nickname should appear in the Member in Room: listbox at the moment of creation of their own room.</p>	<p><b>Verify</b> this.</p> <p><b>Verify</b> that Supervisor activities (performed in Task #3) result in creation of Areas, Rooms and Auditoriums.</p> <p>Also, please read the NOTE TO MEMBERS in Task #5 before continuing at Task #8 and beyond.</p>	
<b>5</b>	<p><b>Supervisors edit Member Chat Profiles.</b></p> <p>-----</p> <p><u>NOTE:</u> Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.</p>	<p>Headers in each of the respective windows which appear for each selected button should contain (Supervisor) as part of the title.</p>	<p>NOTE TO MEMBERS: Members can check (later) for what changes were made, if any, to their profiles. Please note your observations at that time.</p>	
<b>6</b>	<p><b>Chat Host edits Member-created Rooms.</b></p> <p>-----</p> <p><u>NOTE:</u> Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.</p>	<p>Headers in each respective window for selected button should contain (Chat Host).</p> <p>Observe that <b>Edit Room</b> button is deactivated -- except when a Member Room type radio button is active.</p>	<p><b>Verify</b> that the subsequent editing actions can be performed.</p>	
<b>7</b>	<p><b>Supervisors exercise functions within Alert Center window.</b></p> <p>-----</p> <p><u>NOTE:</u> Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.</p>	<p>Alert Center window should appear.</p>	<p><b>Verify</b> this.</p>	

## #10: SUPERVISORS/CHAT HOSTS/MEMBERS INTERACT (PART 1)

<b>T A S K #</b>	<b>==== ACTIVITY ====</b>  <i>Who does what, when, what members look for or check, etc.</i>	<b>== EXPECTED == == OBSERVATIONS ==</b>  <i>What should be seen either by one, several, or all testers (as indicated)</i>	<b>QUESTIONS, NOTES, AND STATUS CHECKS</b>  <i>Additional Comments, Room for Comments (if left blank), and Verification Requests</i>	Put a ? for PASS or X for FAIL
<b>8</b>	<b>Specific Members initiate Alert Chat Host Messages.</b> ----- <b>NOTE:</b> Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.	Members should see Alert Chat Host window, having a text entry region, and <b>Send Text</b> and <b>Cancel</b> selection buttons.	<b>Verify</b> this.	
<b>9</b>	<b>Chat Host sends Instant Messages to specified Members.</b> ----- <b>NOTE:</b> Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.	Specified Members should receive an Instant Message from the Chat Host.	<b>Verify</b> this.	
<b>10</b>	<b>Specified Members acknowledge receipt of Chat Host Instant Message.</b> ----- <b>NOTE:</b> Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.	"Member A" should receive an Instant Message from each specified Member.	<b>Verify</b> this.	

## #10: SUPERVISORS/CHAT HOSTS/MEMBERS INTERACT (PART 1)

<b>T A S K #</b>	<b>==== ACTIVITY ====</b>  <i>Who does what, when, what members look for or check, etc.</i>	<b>== EXPECTED == == OBSERVATIONS ==</b>  <i>What should be seen either by one, several, or all testers (as indicated)</i>	<b>QUESTIONS, NOTES, AND STATUS CHECKS</b>  <i>Additional Comments, Room for Comments (if left blank), and Verification Requests</i>	Put a ? for PASS or X for FAIL
<b>11</b>	<b>Specified Members are suspended.</b> ----- <b>NOTE:</b> Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.	Specified Members should observe an appropriate message containing suspension-related details.	<b>Verify</b> this.	
<b>12</b>	<b>Supervisor reinstates specified Members before reinstatement date &amp; time is reached.</b> ----- <b>NOTE:</b> Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.	As these actions are taken and completed, Supervisors should observe a message stating that reinstatement has occurred for each specified Member.	<b>Verify</b> that reinstated Members are able to login and continue with Chat operations as before.	
<b>13</b>	<b>Suspended Member attempts login before reinstatement date &amp; time is reached.</b> ----- <b>NOTE:</b> Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.	Suspended Members should NOT be able to login to Chat. So, other Members should NOT see specified suspended Members in any rooms nor should they receive an Instant Message from them during this time.	Suspended Members should wait a sufficient amount of time before proceeding with Task #13.	

## #10: SUPERVISORS/CHAT HOSTS/MEMBERS INTERACT (PART 1)

<b>T A S K #</b>	<b>==== ACTIVITY ====</b>  <i>Who does what, when, what members look for or check, etc.</i>	<b>== EXPECTED == == OBSERVATIONS ==</b>  <i>What should be seen either by one, several, or all testers (as indicated)</i>	<b>QUESTIONS, NOTES, AND STATUS CHECKS</b>  <i>Additional Comments, Room for Comments (if left blank), and Verification Requests</i>	Put a ? for PASS or X for FAIL
<b>14</b>	<b>Suspended Member attempts login after reinstatement date &amp; time is reached.</b> ----- <b>NOTE:</b> Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.	Conventional login activity and screens should be observed by each previously suspended Member who is now reinstated.	<b>Verify</b> this.	
<b>15</b>	<b>Supervisors delete Areas, Rooms, and Auditoriums.</b> ----- <b>NOTE:</b> Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.	Headers in each respective window for selected button should contain (Supervisor).  Confirmation of Delete appears in a Chat Message window with choice of <b>OK</b> or <b>Cancel</b> buttons.  If <b>OK</b> is chosen, an Information window with message and <b>OK</b> button appears.	<u>Verify</u> this.  <u>Verify</u> this.  <u>Verify</u> this.	
<b>16</b>	<b>Everyone logs out of the Chat Function Application.</b> ----- <b>NOTE:</b> Please refer to <b>ADS</b> for general guidelines for what specific activities must be performed for this task # and according to your assigned role, respond appropriately.	You should no longer be in the Chat Function Area when you log out. You should be in the base page of the application where you were prior to selecting <b>Begin Chat</b> .	<b>Verify</b> this.	
	NO MORE TASKS -- DONE!		REMEMBER TO TURN IN ALL MATERIALS TO THE TEST SCENARIO ADMINISTRATOR.	