Collaboration Tool
Grantee Test Script

You have been randomly selected from the group of Citizenship and Integration Grant Program grantees to participate in a new opportunity with OoC-Grants Division. Your participation is voluntary. In an effort to improve services, make contact easier between grant recipients and program managers, and create streamlined processes, we are testing an electronic communication tool. We are asking that you take approximately 30 minutes of your time to log on to the program tool and test the functionality of the program as described in the attached script. The Grants Division would appreciate your organization provide any feedback you may have in order to ensure a high-quality product is delivered to all grant recipients.

This test script provides a step-by step process for using Chatter, and submitting a Service Issue Item via the Collaboration (communication) Tool. It would be preferable if you utilized the Chatter function to submit questions or difficulties as you go through the script, but if you are unable to do so due to functional or program issues, please document the issue using the UAT tracking sheet and email th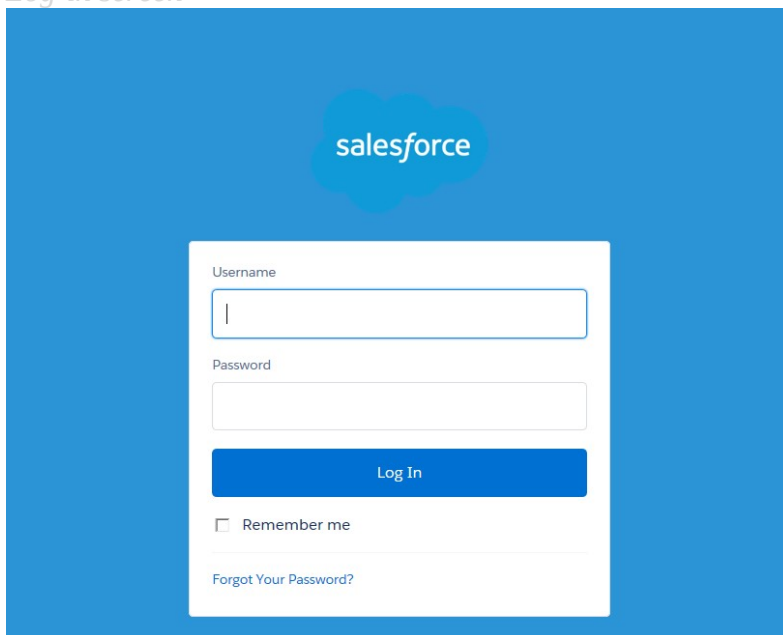e document to CitizenshipGrantProgram@uscis.dhs.gov after you finish testing the tool.

Grantee Usability Testing for the Salesforce-based, OoC Collaboration Tool

Logging-in

Log onto: https://citizenshipgrants.uscis.gov/login using the Username and Password provided by USCIS.

Log-in screen

Test One

The process for seeing chatter and joining groups within chatter:

Visibility and Access to Chatter Groups		
Description of Function to Test	As a Grantee, I will be able to see and access all chatter groups As a Grantee I will have the ability to join chatter groups in the CRM system.	
Test Steps	**Description**	**Actual Results**
Step 1	Click "Groups" tab	
Step 2	Click "Active Groups"	

|		
Step 3	Navigate to any public group and click "Join"	
Step 4	Navigate to any private group and click "Ask to Join"	
Step 5	For any public group that you joined, verify that you are a member of the group under the "Membership" column	
Step 6	For any private group that you requested access to join, verify that you have requested access under the "Membership" column	
Expected Results	Be able to join all public chatter groups. Be able to request access to private chatter groups.	

Joining a Chatter Group (Steps 1-6)

Test Two

This provides the directions for posting a comment or idea to chatter to begin a discussion:

Post to Chatter		
Description of Function to Test	As a grantee, I should have the ability to post a file to the Chatter community	
Test Steps	**Description**	**Actual Results**
Step 1	Click the Chatter tab	
Step 2	Click the "File" link	
Step 3	Click the "Upload a file from your computer" link	
Step 4	Click the "Choose File" button	
Step 5	Browse to the file you would like to post and click the "Open" button	
Step 6	Click the Service Type Number link for a Service Type	
Step 7	Click the "Share" button	
Step 8	Verify that the file has been uploaded	
Expected Results	Successfully be able to post a file of less than 2 GB in size to a Community	

Posting in Chatter (Steps 1-8)
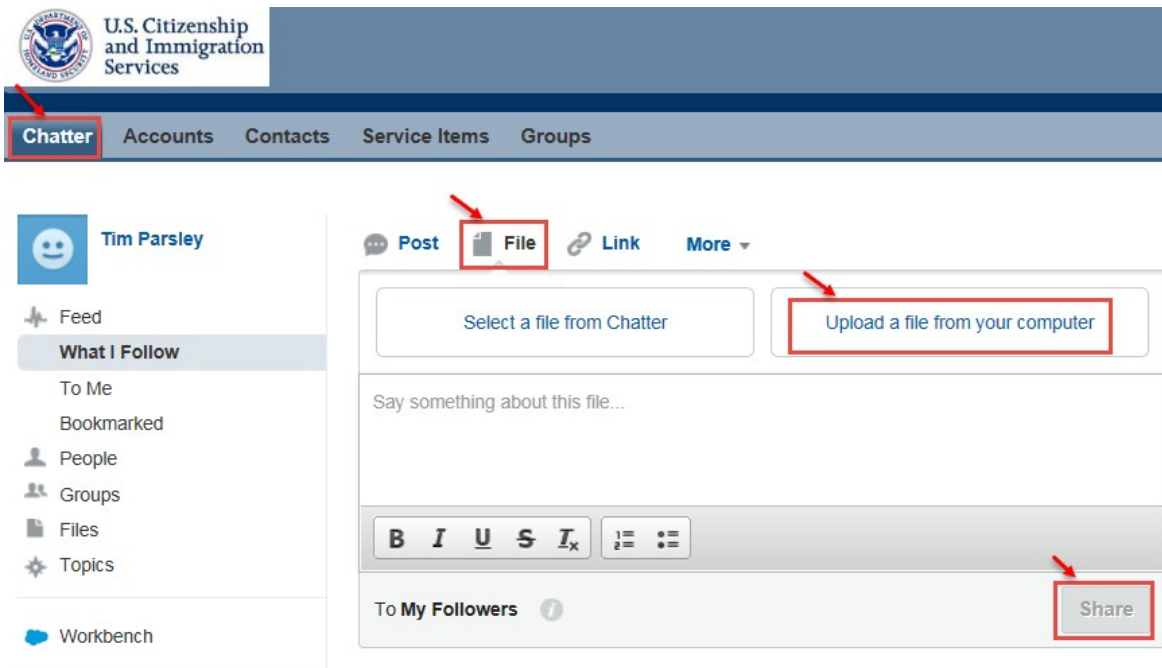
Test Three

This process allows a user to submit a service request:

Submitting a Service Request		
Description of Function to Test	1. As a Grantee I should be able to submit a Service Item to route my questions to the PO 2. As a Grantee the following fields will be required when creating an service request: Type, subject, description Fields on a case: Account Name/ Contact Name/ Subject/ Description 3. As a Grantee, I will have the following options to select from when creating a Service Item: Citizenship Instruction / Naturalization Applications Services / Chatter Group Creation / Quarterly Report / Other	
Test Steps	**Description**	**Actual Results**
Step 1	Click the "Accounts" tab	
Step 2	Click the link for the Account Name	
Step 3	Click the "New Service Type" button in the Service Types section	
Step 4	Verify that Contact Name and Account Name are pre-populated with the user's credentials	
Step 5	Populate all of the required fields to the following: • Type: Ensure that all of options are visible: Citizenship Instruction / Naturalization Applications Services / Chatter Group Creation / Quarterly Report / Other • Subject • Description	
Step 6	Click "Submit" button to be taken to the newly created Service Type	
Step 7	Verify you are on the "Service Type has been submitted" page	
Step 7	Verify the Priority is "Medium"	
Step 9	Click "Accounts" tab and select your account	
Step 10	Navigate to the Service Types related list and verify the service type you created is present.	
Expected Results	Your Service Type has been successfully created and is visible	

	in your queue.

Clicking on the Accounts Tab (Steps 1-2, 9-10)

Clicking on the New Services Button (Step 2)

Creating a Service Item (Steps 3-7)

Service Items	Groups

Service Item Edit
New Service Item

Service Item Edit	Submit	Save & Close	Submit & Add Attachment	Save & New	Check Spelling	Cancel

Service Item Information

Service Item Owner
Contact Name
Account Name ABC Services

Additional Information

Status New
Service Item Origin
Priority Medium

Type --None--

--None--
Chatter Group Creation
Citizenship Instruction
Naturalization Application Services
Quarterly Report
Other

Description Information

Subject
Description

Submit	Save & Close	Submit & Add Attachment	Save & New	Check Spelling	Cancel