

Coatings webform test plan



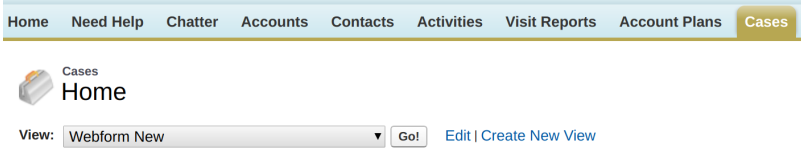
Reference

- [Contact matrix for coating website - 09102017.pptx](#)
- **STAGING** Coatings enquiry form (Qualtrics): <http://staging.solvay.com/inter/corporate/en/markets-and-products/markets/coatings/inquiry.html>
- **UAT Salesforce**: <https://test.salesforce.com/>

Test Case: Verify form and submission

Instructions	Expected results	Test results	Remarks
1. Go to website, general request form: http://staging.solvay.com/inter/corporate/en/markets-and-products/markets/coatings/inquiry.html Fill in the form.	You arrive in a website page. Fields are being displayed and visitor can start filling up.		
2. Select a Functionality (eg: Adhesion)	On selecting a functionality, ensure that there is a new question that is being displayed.		
3. Select a sub functionality (eg: Primer or Additives)	Ensure that you have 2 or more options. Please note that certain Functionalities do not have sub functionality options.		
4. Fill up the rest of the fields that have been displayed.			
5. Verify that the captcha is working.			
6. Verify that you are able to submit the form.	The form is successfully submitted.		

Test Case: Verify CASE creation in Salesforce

Instructions	Expected results	Test results	Remarks
1. Login to Salesforce CRM UAT environment.			
2. Go to Cases tab and select Webform New in the filter. 	Once you have selected Webform New , you will see a list of webforms that have been newly created.		
3. Open the detail webform by either clicking on the case number or the subject. Verify that all information filled in the form are being captured in the Webform Case.	The GBU is correctly captured based on the functionality and subfunctionality selected. Fields to check when in the detail of a Webform case: <ul style="list-style-type: none"> • GBU = depending on selection • Type = Customer Request • Subtype = General Request • Case origin = Website • Website origin = Coatings • Subject = General Request (Webform) - Coatings • New suggested End Use: de pending on selection 		

<p>4. Verify that the case is automatically assigned to the right queue and right contact.</p>	<p>If GBU = Novicare, novicarecc@solvay.com receives.</p> <p>If GBU = Special Chem, gorgio.ligeri@solvay.com receives.</p> <p>If GBU = Specialty Polymers, the case will be sent to iCare CRM.</p> <ul style="list-style-type: none">• and Region = EMEA, eric.fassiau@solvay.com receives• and Region = NAM and LATAM, boris.makhnson@solvay.com receives• and Region = ASIA, ken.yang@solvay.com receives		
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