

**FUNCTIONAL TEST SCRIPT FOR ICOR**

<b>STEP #</b>	<b>TEST TYPE</b>	<b>SCENARIO DESCRIPTION</b>	<b>EXPECTED RESULT</b>	<b>ACTUAL RESULT</b>	<b>COMMENTS</b>
1.	Inquire	Access the ICOR screen by entering ICOR in Quick Navigation or from the vertical menu on the left side	The ICOR screen will appear with the cursor in the iSupport Case Number field. Below the filter section the grid will display a list of the current iSupport transactions.		
2.	Inquire	Filter the list by the various fields	The list will display only the transactions that meet the filter selected.		
3.		From the ICOR screen Select a row in the in the iSupport Transactions grid	If the transaction has attachments they will be listed in the grid directly below		
4.	Inquire	Select a row in the grid of attachments	The document will be displayed for the user to view.		