User Acceptance Testing

1 Jira test case	Pass	Fail
Can the user access the application from his browser?	☐	☐
Can the user log in? How long does it take?	☐	☐
Can the user access the important parts of every application? (Boards in Jira Software, Agent or Portal view in Jira Service Desk)	☐	☐
What projects can the user see *(Author's note - This is to ensure that restricted projects remain restricted.)*	☐	☐
Can the user search for issues? How long does it take?	☐	☐
Can the user create issues? How long does it take?	☐	☐
Can the user edit issues, including those created before the migration?	☐	☐
Can the user link issues and remove these links, including those created before the migration?	☐	☐
Can the user create filters and access them, including those created before the migration?	☐	☐
Can the user create dashboards?	☐	☐
Can the user access dashboards, including those created before the migration? How long does it take?	☐	☐
If he has the Jira Software license, can the user create Agile boards and access them including those created before the migration?	☐	☐
If he has the Jira Software license, can the user see the same issues in the backlog (with the same ranking) as before the migration?	☐	☐
If he has the Service Desk license, can the user create queues in Service Desk?	☐	☐
If he is a customer in Service Desk, can the user create a ticket from the portal (and transition it, if possible)?	☐	☐
Can the user add and download attachments, including those created before the migration?	☐	☐
If an administrator, can the user create projects?	☐	☐
Can the user administer projects? *(Add users to roles, create components, versions, use them in issues...)*	☐	☐
Does the user receive notifications?	☐	☐
Can the user go through a complex workflow? (Do post functions work?)	☐	☐
Are restricted workflow transitions (conditions/validators) still working?	☐	☐
Can the user work with the app _____ the same way as before? *(Author note: Create a separate row for each app, e. g. "Can the user work with the app "Scrip trunner"?)*	☐	☐
Can the user work with the integration _____ the same way as before? *(Author note: Create a separate row for each integration, e. g. "Can the user work with the integration with SAP?")*	☐	☐
On Server, does the application navigator (three lines, upper left corner) work?	☐	☐
How fast is the new tool when compared to the old one?	☐	☐

2 What to test on Confluence?	Pass	Fail
Can the user create a new page?	☐	☐
Can the user create a new space?	☐	☐
Can the user access the pages and spaces he had access to before?	☐	☐
Can the user access existing attachments?	☐	☐
Can the user access the page's history?	☐	☐
Do the macros work?	☐	☐

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