

Feature – QRC User Application

Feature Summary: This feature outlines the functions and look-and-feel of the QRC Application. This Web-based application should be stand-alone, though users will access it with their existing [REDACTED] credentials. Certain aspects of the UI will mimic the existing Compliance Module. At a minimum, the app should handle the following: display basic form data as pulled from [REDACTED] servers to prevent Compliance Analysts from having to manually enter the data. Users should see a simple grid containing line items for forms assigned to them/their call center. Users will have the option to approve/reject forms based on the information displayed in the grid or to open a copy of the PDF form for further verification. Finally, users will have the capability to make edits to the form data and to save those edits in the application DB prior to approval. Once approved, the form compliance data will be permanently stored in [REDACTED] DBs. If rejected the forms will be.....? Finally, an additional DB solution will exist containing both the compliance data and all additional form details. This will allow any report deemed necessary to be created.

eForms QRC App – Login Page Part 1

As a Compliance Analyst

I Want To: access part 1 of the login page to the stand-alone eForms QRC Application

So That: credentials can be entered for validation

Acceptance Criteria:

Scenario – UN/PW Entry:

Given: the user has been provisioned/given access to QRC Application/URL

When: the QRC URL is initially accessed

Then: a login page containing the following elements will display to the user:

- Username entry field
- Password entry field

Scenario – UN/PW Validation:

Given: the user has entered a series of characters in the un/pw fields

When: a username and password combination is entered in the un/pw fields

Then: the un/pw combination is validated for authenticity

Note: login experience will be very similar to [REDACTED] login experience

eForms QRC App – Authentication of Credentials Part 1

As a Compliance Analyst

I Want: my un/pw to be authenticated and allow access to the stand-alone eForms QRC Application

So That: any daily responsibilities related to form review can be completed and all app pages/content can be accessed

Acceptance Criteria:

Scenario – Valid UN/PW:

Given: a user with valid [REDACTED] credentials has been provisioned/given access to QRC Application AND the user has entered a un/pw combination

When: the un/pw combination entered by the user is a valid combination

Then: the application will continue login/authentication process by allowing the user to select a call center state

Scenario – Invalid UN/PW:

Given: a user with valid [REDACTED] credentials has been provisioned/given access to QRC Application AND the user has entered a un/pw combination

When: the un/pw combination entered by the user is an invalid combination

Then: the application will not continue login/authentication process and will display the following message: “Message text TBD”

Note: the application will utilize the [REDACTED] authentication service

eForms QRC App – Login Page Part 2

As a Compliance Analyst

I Want To: access part 2 of the login page to the stand-alone eForms QRC Application

So That: upon completing all parts of the login process, access to the application and its content can be granted

Acceptance Criteria:

Scenario – Call Center Selection:

Given: the user has entered valid username and password on initial login screen

When: successful credentials have been entered

Then: a secondary page/popup containing the following element will display to the user:

- Call center/state selection box

Scenario – Call Center Validation:

Given: the user has selected a call center state from the selection box

When: a call center state is selected

Then: the selected call center state is validated against the user’s credentials

Note: login experience will be very similar to [REDACTED] login experience

eForms QRC App – Authentication of Credentials Part 2

As a Compliance Analyst

I Want: my call center state to be authenticated and allow access to the stand-alone eForms QRC Application

So That: any daily actions related to form review can be completed and pages in addition to the login page can be accessed

Acceptance Criteria:

Scenario – Valid Call Center State:

Given: a user has entered a un/pw combination that has been authenticated AND has selected a call center state from the selection box

When: the call center state is a valid state for the user’s profile

Then: the application will complete the login/authentication process and provide the user access to the QRC application and its functionalities

Scenario – Invalid Call Center State:

Given: a user has entered a un/pw combination that has been authenticated AND has selected a call center state from the selection box

When: the call center state is an invalid state for the user's profile

Then: the application will not complete login/authentication process and will display the following message: "Message text TBD"

Note: the application will utilize the [REDACTED] authentication service

eForms QRC App – Pending Form Grid – Ready for Approval

As a Compliance Analyst

I Want To: access a grid containing all forms that are ready for final review and approval within my call center and assigned to me

So That: the basic form data required for final review is easily viewed and allows for subsequent approval

Acceptance Criteria:

Scenario – View Form RFA Grid:

Given: a user has successfully logged into the eForms QRC App

When: the user accesses the QRC App Grid containing forms designated Ready for Approval

Then: grid view of pending forms requiring review and approval will be displayed containing the following columns (final column list TBD):

- Transportation Provider
- Make
- Model
- Year
- VIN
- Color
- Capacity
- License Number
- License Exp Date
- Wheelchair Lift Type
- Lift Location
- Odometer/Mileage
- Link to allow the user to view the PDF version of the form
- Link to allow the user to edit the form data if required
- Ability to select line item(s) (checkbox?)

Note 1: the above columns correspond to the header fields on the vehicle inspection eForm and various actions a user may need to take. The first 6 fields appear in the vehicle grid of the Compliance Editor as well. Additional fields in the Compliance Editor grid, but not on the eForm, include Vehicle Type (for example 'Van-Ambulatory', 'Van-Amb/WC', etc.) and Vehicle Number (as assigned by the TP)

Note 2: this story currently outlines only the basic grid for 'ready to approve' forms; we will also need a story to outline the rest of the page on which this grid resides once we decide whether we will have tabs, filters, or both for 'ready to approve' items and 'exception' items.