



Florida Operation Wireless (FLOW)

Abstract

This is a simplified test plan to help FLOW users exercise the system for their acceptance testing.

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Revision History

Version	Date	Author	Comment
1.0	2006-11-21	Doug Wussler	Initial document based on dialog design 2.0.

Intended Audience

This document is intended for FLAIRS personnel who want to evaluate the typical experience of a caller to the FLOW system.

Purpose

To assist FLAIRS personnel with acceptance testing of the FLOW system.

Schedule

The FLOW system will be available for testing in the English language beginning Monday, November 27, 2006, at 11:00 a.m. The Spanish and Haitian Creole languages will not be available until a later date, though some prompts are in place as “placeholders” for foreign language logic.

Test Phone Number

During this phase of testing the wireless carriers will not yet be forwarding 2-1-1 calls to FLOW. Testers must use the test phone number that comes directly into PATLive. This number is 800-769-3745.

Test Scenarios

FLAIRS should test as many different scenarios as they think are reasonable examples of what to expect from their callers. Since FLOW is exclusively for wireless callers, all testing should be done from cell phones. Having calls from many different people will provide a better test than having a lot of calls from the same person. Different permutations of the following attributes are suggested as good test scenarios.

Cell phone with and without using a headset

Male and female

Noisy and quiet environments

Inside, outside, traveling in a car

Test Script

Normal acceptance testing would attempt to exercise a large percentage of system functionality. However, the live data set that has been provided is somewhat limited and does not allow for testing of all the functionality that has been designed into the system.

There is a great deal of value in having test calls from people who don't have knowledge of how the system works. This will provide a good simulation of what we can expect when the system goes live.

It is recommended that FLAIRS simply ask callers to dial the test number on their cell phone and report back on the experience. When asked what city they want to connect to they should ask for a typical Florida city and avoid names of very small cities and communities. The system supports city names recognized by the United States Postal Service as valid for addressing. The list of USPS-valid city names is found in Appendix A.

Ideally, the caller will be asked what city they want, they will say a city name and the system will confirm their city name. The caller will not actually be transferred to a 2-1-1 center.

Test Reporting

In order for this testing to have any value, the test experiences must be documented and reported back to PATLive in an organized manner. Each test scenario should be documented along with the date, time of day and the phone number of the caller. The caller should document any behavior that they consider to be a failure, or which is unexpected or undesirable. The more detail we get, the better we can diagnose and respond to problems. A test result form is provided in Attachment 1. The test results of all test callers should be organized into a single spreadsheet and returned to software.testing@patlive.com.

Appendix A – USPS Valid City Names

apalachicola	captiva	east_palatka	grant	kathleen
apollo_beach	carrabelle	eastlake_weir	green_cove_springs	kenansville
apopka	caryville	eastpoint	greensboro	key_biscayne
arcadia	cassadaga	eaton_park	greenville	key_colony_beach
archer	casselberry	ebro	greenwood	key_largo
argyle	cedar_key	edgar	gretna	key_west
aripeka	center_hill	edgewater	groveland	keystone_heights
astatula	century	eglin_afb	gulf_breeze	killarney
astor	chattahoochee	el_jobean	gulf_hammock	kissimmee
atlantic_beach	chiefland	elfers	haines_city	la_crosse
auburndale	chIPLEy	elkton	hallandale	labelle
avon_park	chokoloskee	ellenton	hampton	lacoochee
babson_park	christmas	englewood	hastings	lady_lake
bagdad	citra	estero	havana	lake_alfred
baker	clarcona	eustis	hawthorne	lake_butler
balm	clarksville	everglades_city	hernando	lake_city
barberville	clearwater	evinston	hialeah	lake_como
bartow	clearwater_beach	fairfield	high_springs	lake_geneva
bascom	clermont	fedhaven	highland_city	lake_hamilton
bay_pines	clewiston	felda	hilliard	lake_harbor
bell	cocoa	fellsmere	hobe_sound	lake_helen
belle_glade	cocoa_beach	fernandina_beach	holder	lake_mary
belleair_beach	coleman	ferndale	holiday	lake_monroe
bellevue	copeland	flagler_beach	hollister	lake_panasoffkee
beverly_hills	cortez	fleming_island	hollywood	lake_placid
big_pine_key	cottdale	florahome	holmes_beach	lake_wales
blountstown	crawfordville	floral_city	holt	lake_worth
boca_grande	crescent_city	fort_lauderdale	homeland	lakeland
boca_raton	crestview	fort_mc_coy	homestead	lamont
bokeelia	cross_city	fort_meade	homosassa	lanark_village
bonifay	crystal_beach	fort_myers	homosassa_springs	land_o_lakes
bonita_springs	crystal_river	fort_myers_beach	horseshoe_beach	largo
bostwick	crystal_springs	fort_ogden	hosford	laurel
bowling_green	cypress	fort_pierce	howey_in_the_hills	laurel_hill
boynton_beach	dade_city	fort_walton_beach	hudson	lawtey
bradenton	dania	fort_white	hurlburt_field	lecanto
bradenton_beach	davenport	fountain	immokalee	lee
bradley	day	freeport	indialantic	leesburg
brandon	daytona_beach	frostproof	indian_lake_estates	lehigh_acres
branford	de_leon_springs	fruitland_park	indian_rocks_beach	lithia
bristol	debary	gainesville	indiantown	live_oak
bronson	deerfield_beach	geneva	inglis	lloyd
brooker	defuniak_springs	georgetown	intercession_city	lochloosa
brooksville	deland	gibsonton	interlachen	long_key
bryant	delray_beach	glen_saint_mary	inverness	longboat_key
bryceville	deltona	glenwood	islamorada	longwood
bunnell	destin	goldenrod	island_grove	lorida
bushnell	doctors_inlet	gonzalez	istachatta	loughman
callahan	dover	goodland	jacksonville	lowell
campbellton	dundee	gotha	jacksonville_beach	loxahatchee
canal_point	dunedin	graceville	jasper	lulu
candler	dunnellon	graham	jay	lutz
cantonment	durant	grand_island	jennings	lynn_haven
cape_canaveral	eagle_lake	grand_ridge	jensen_beach	macclenny
cape_coral	earleton	grandin	jupiter	madison

maitland	north_miami_beach	pinetta	sneads	williston
malabar	north_palm_beach	placida	sopchoppy	wimauma
malone	north_port	plant_city	sorrento	windermere
mango	o_brien	plymouth	south_bay	winter_beach
marathon	oak_hill	point_washington	sparr	winter_garden
marathon_shores	oakland	polk_city	spring_hill	winter_haven
marco_island	ocala	pomona_park	starke	winter_park
marianna	ochopee	pompano_beach	steinhatchee	winter_springs
mary_esther	ocklawaha	ponce_de_leon	stuart	woodville
mascotte	ocoee	ponte_vedra_beach	sugarloaf_shores	worthington_springs
mayo	odessa	port_charlotte	sumatra	yalaha
mc_alpin	okahumpka	port_orange	summerfield	yankeetown
mc_david	okeechobee	port_richey	summerland_key	youngstown
mc_intosh	old_town	port_saint_joe	sumterville	yulee
melbourne	oldsmar	port_saint_lucie	sun_city	zellwood
melbourne_beach	olustee	port_salerno	sun_city_center	zephyrhills
melrose	ona	punta_gorda	suwannee	zolfo_springs
merritt_island	oneco	putnam_hall	sydney	
mexico_beach	opa_locka	quincy	tallahassee	
miami	orange_city	raiford	tallevast	
miami_beach	orange_lake	reddick	tampa	
miami_lakes	orange_park	river_ranch	tangerine	
micanopy	orange_springs	riverview	tarpon_springs	
mid_florida	orlando	rockledge	tavares	
middleburg	ormond_beach	roseland	tavernier	
midway	osprey	rosemary_beach	telogia	
milligan	osteen	rotonda_west	terra_ceia	
milton	otter_creek	ruskin	thonotosassa	
mims	oviedo	safety_harbor	titusville	
minneola	oxford	saint_augustine	trenton	
miramar_beach	ozona	saint_cloud	trilby	
molino	pahokee	saint_james_city	umatilla	
monticello	paisley	saint_leo	valparaiso	
montverde	palatka	saint_marks	valrico	
moore_haven	palm_bay	saint_petersburg	vanderbilt_beach	
morrison	palm_beach	salem	venice	
mossy_head	palm_beach_gardens	san_antonio	venus	
mount_dora	palm_city	san_mateo	vernon	
mulberry	palm_coast	sanderson	vero_beach	
murdock	palm_harbor	sanford	wabasso	
myakka_city	palmdale	sanibel	wacissa	
nalcrest	palmetto	santa_rosa_beach	waldo	
naples	panacea	sarasota	wauchula	
navarre	panama_city	satellite_beach	wausau	
neptune_beach	panama_city_beach	satsuma	waverly	
new_port_richey	parrish	scottsmoor	webster	
new_smyrna_beach	patrick_afb	sebastian	weirsdale	
newberry	paxton	sebring	welaka	
niceville	pembroke_pines	seffner	wellborn	
nichols	penney_farms	seminole	wesley_chapel	
nobleton	pensacola	seville	west_palm_beach	
nocatee	perry	shady_grove	westville	
nokomis	pierson	shalimar	wewahitchka	
noma	pineland	sharpes	white_springs	
north_fort_myers	pinellas_park	silver_springs	wildwood	