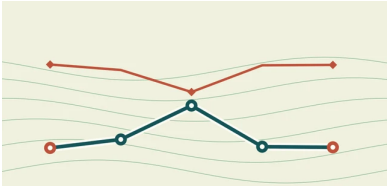
Automation change testing



We build a 15-case test pack for a proposed workflow change in a customer-approved test space.

Who it helps

Operations and systems owners

The problem to solve

A workflow change can pass a happy-path check yet mishandle retries or incomplete records.

Working through the brief

1. **Review the proposed change**

   Gather the agreed inputs. Workflow configuration, sample run history and access to an approved test space.

2. **Write fifteen representative cases**

   Track “Test case” and “Expected result” together so the reviewer can connect the source information to the result.

3. **Define expected results and exceptions**

   Use the case pack to check both routine and exceptional outcomes in the approved test space.

4. **Check the scope at handover**

   Platform, AI usage and connector subscriptions are separate.

Worked example

Retest a normal request, an incomplete request and a previously troublesome exception before approving the workflow change.

Read the service scope / AUT-024

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