



Program Title – Short Code Carrier Acceptance Test Plan

Introduction

The following acceptance test plan will test the application to ensure it will create the anticipated end user experience. The entire ATP is scripted to be made from the same mobile number.

Acceptance Test Plan

1. Send a message without a valid Keyword

Action

- Send a message without any keyword to the service or an incorrect keyword.

Text: any message

Address: #####

Expected Outcome

- The platform should not accept the message and send back an error message
- The response should be received from short code #####.

Result

- Pass
 Fail

Comments:

2. Answering a Poll for one of the announced options

Action

- Send in the announced keyword followed by a vote for one of the options communicated.

Text: VOTE A

Address: #####

Expected Outcome

- The platform should accept the vote and send back a generic response message to the user.
- The response should be received from short code #####.

Result

- Pass



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Fail

Comments:

3. Vote for an invalid option

Action

- Send in the announced keyword follow by a vote for an invalid option

Text: VOTE YES

Address: #####

Expected Outcome

- The platform should reject the vote and send back a response message to the user.
- The response should be received from short code #####.

Result

Pass

Fail

Comments:

4. Opt-out of an Alerts Program

Action

- To stop receiving alerts send in the standard keyword.

Text: STOP

Address: #####

Expected Outcome

- A message indicating that you have been removed from the program should be returned from short code #####.

Result

Pass

Fail

Comments:

5. Opt-out of an Alerts Program



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Action

- To stop receiving alerts send in the standard keyword.

Text: ARRET

Address: #####

Expected Outcome

- A message indicating that you have been removed from the program should be returned from short code #####.

Result

Pass

Fail

Comments:

6. Ask for Help

Action

- Send the word Help via their mobile to short code #####

Text: AIDE

Address: #####

Expected Outcome

- A message will be sent to the customers providing them with help (minimum web address, company, price, info)

Result

Pass

Fail

Comments:



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7. Ask for Help

Action

- Send the word Help via their mobile to short code #####

Text: HELP

Address: #####

Expected Outcome

- A message will be sent to the customers providing them with help (minimum web address, company, price, info)

Result

- Pass
 Fail

Comments:

8. Send for Information

Action

- Customers will be asked to send the word INFO

Text: INFO

Address: #####

Expected Outcome

- A message will be sent to the customers providing them with additional information on the Program (minimum web address, company, price, info)
- The message should be received from short code #####

Result

- Pass
 Fail

Comments:



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Conclusion

Test Date:

Time:

Please report these results to your product development prime, as well as:

Business Development Contact

(NPA) NXX-XXXX

Company

email@company.com