

Test Accounts and Services

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Overview

Emerson do not provide a traditional sandbox or test environment for testing and training purposes. This article explains the purpose and recommended use of test accounts and services.



Test accounts can be flagged upon request. Once they are flagged, any revenue generated will not count towards your billed revenue fees in our invoice to you. Contact Emerson with the account IDs of any test accounts so we can flag them for you.

Why are Test Accounts Needed?

Test accounts are very handy for:

- training new staff in how to use the system
- staff self-initiated training.
- functional testing
- API testing
- user acceptance testing

Generally-speaking there are three types of user acceptance testing conducted by Emerson subscribers. They are:

1. for onboarding project milestones.
2. for module and features that you subscribe to
3. for the testing of development projects you are sponsoring.

Test Accounts for Retail Service Providers

To provide a safe area testing and training, we strongly recommend the creation of test accounts in the production (live) environment. Usually no more than 2 test accounts are needed for a retail service provider. We suggest creating one test account for:

- an organisation account.
- an individual account.

Test Accounts for Wholesale Service Providers

If you have a wholesale service provider account, creating a 'test retail service provider' account is not feasible. A better option for wholesale service providers is requesting the use of a UAT environment.

Test Services

Once some test accounts have been created, test services can be established. The following limitations apply to test services.

Automated Provisioning

If the service belongs to a service type that is automatically provisioned via integration between Emerson and the service supplier, a test service must be 'live'. We recommend you contact your service supplier to have a test service created for this purpose.

Manual or Semi-manual Provisioning

Since the service is physically provisioned outside Emerson, no restrictions apply to these services.

A test account in an Emerson Retail Service Provider, flagged as a test account on the Customer > Details page.

Using a Test Account to Preview Invoice Templates



Real services are not to be placed against test accounts. If service providers are found to have placed real services belonging to end users on test accounts, generated revenue will be back billed and a financial penalty will apply.

Dedicated Testing Environments

From time to time, service providers may be granted access to a dedicated user acceptance testing environment for a defined purpose and for a limited time agreed to by Emersion. This is usually as a result of a medium to large development project. Requests are granted on an as-needed basis. If you believe you have a need to use a user acceptance testing environment, please contact Emersion and ask to speak to the QA manager.

If you want to have your own full time dedicated test environment for your exclusive use, please discuss your requirements with your account manager.

Related Pages

- [Acceptance Testing: Multiple Pending Invoices](#)
- [Acceptance Testing: Xero Integration](#)
- [Test Accounts and Services](#)
- [Acceptance Testing: Automated Payment Plans](#)
- [Acceptance Testing: Payment Extensions](#)
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