

Home Assignment - Project

ServiceNow Application:

Test case: 1 Update an existing incident

- Launch ServiceNow application using your instance url
- Login with valid credentials
- Click 'All' link and Enter 'Incident' in filter navigator
- Click on Incidents link under Service Desk
- Search for the existing incident and click on the incident
- Update the incidents with Urgency as High and State as In Progress
- Fill the Work Notes field and then click on the Update button
- Verify the State is updated to In Progress

Test case: 2 Resolve an incident

- Launch ServiceNow application using your instance url
- Login with valid credentials
- Click 'All' link and Enter 'Incident' in filter navigator
- Click on Incidents link under Service Desk
- Search for the existing incident in the search box and press Enter
- Update the state to Resolved
- Choose the Resolution code as Workaround provided
- Fill the Resolution notes field
- Click on the Resolve button
- Verify the State is updated to Resolved

Test case: 3 Delete an incident

- Launch ServiceNow application using your instance url
- Login with valid credentials
- Click 'All' link and Enter 'Incident' in filter navigator
- Click on Incidents link under Service Desk
- Search for the existing incident in the search box and press Enter
- Click on the Delete button to delete an incident
- Click the Delete button in the Confirmation dialog
- Search for the incident and confirm that the incident is deleted

Salesforce Application:

Test case: 1 Login to the application

- Login to <https://login.salesforce.com>
- Enter the username
- Enter the password
- Click on the Login button

Test case: 2 Create a new Campaign

- Login to <https://login.salesforce.com>
- Enter the username
- Enter the password
- Click on the Login button
- Click on App Launcher toggle button
- Click on the View All link
- Enter Sales on the App Launcher search box
- Click on the Sales link
- Click on the Campaigns tab
- Click on the New button
- Enter the Campaign Name as Playwright
- Choose the value as Referral Program in Type
- Click the Save button and verify the campaign is created

Test case: 2 Create a new account

- Login to <https://login.salesforce.com>
- Enter the username
- Enter the password
- Click on the Login button
- Click on App Launcher toggle button
- Click on the View All link
- Enter Sales on the App Launcher search box
- Click on the Sales link
- Click on the Account tab
- Click on the New button
- Enter the Account Name
- Click the Save button and verify the account is created

Test case: 3 Edit the Account

- Auto login to your Salesforce application
- Click on App Launcher toggle button
- Click on the View All link
- Enter Sales on the App Launcher search box
- Click on the Sales link

- Click on the Account tab
- Enter the account name created in the Search box and press Enter
- Click on the dropdown icon and choose Edit
- Enter the Account Number field
- Click Save and verify the details are updated

Test case: 3 Delete the Account

- Auto login to your Salesforce application
- Click on App Launcher toggle button
- Click on the View All link
- Enter Sales on the App Launcher search box
- Click on the Sales link
- Click on the Account tab
- Enter the account name created in the Search box and press Enter
- Click on the dropdown icon and choose Delete
- Click Delete on the dialog and verify the account is deleted.