

Test Case Title:

Add Agent - Functional Automation

Objective:

Automate the workflow of adding an agent, including navigation, form entry, and verification.

Precondition:

User must be logged in to the Calley web application with admin access.

Test Steps:

1. Log in to <https://app.getcalley.com/Login.aspx>
2. Navigate to the Agent page from the menu.
3. Enter agent details.
4. Submit the form.
5. Verify agent is listed.

Actual Result:

No visible 'Agent' menu or page in the application.

Error:

TimeoutException - Element not clickable: By.linkText: Agent

Root Cause:

Agent feature not available in current (Personal) plan.

Expected Result:

Agent menu should be available and functional.

Final Status:

Test Blocked - Feature not accessible.

Recommendations:

- Confirm if the feature is part of an admin/premium plan.
- Request access or skip this test in current plan.
- Use visibility check before test execution.

Evidence:

Screenshot below shows the dashboard without the Agent feature.

The screenshot displays the Calley Dashboard for user 'Hi Pavankumar'. The top navigation bar includes links for Dashboard, Call List, Feedbacks, Messages, Integration, Gamification, and Quick Setup. The dashboard features several widgets: 'Total Call Done' (0), 'Total Call Duration' (00:00:00), and a 'Call List' chart showing a single bar for 'callist'. A prominent 'Join Our Affiliate Program!' banner is on the right. Below these is the 'Your Calling List' section, which contains a table with one entry: 'callist' created on 14 May 2025 with 5 records. At the bottom, there are two upgrade prompts: 'Calley Personal does not allows you to create custom call dispositions.' and 'Calley Personal does not allows you to send SMS / Whatsapp messages.', both with 'CLICK HERE TO UPGRADE' buttons. A 'Need Help?' button is located in the bottom right corner.

Sno	Calling List Name	Date of Creation	Total Records	Action
1	callist	14 May 2025 11:27:46	5	