**IBMhq Test Case Execution Report**

**Test Case Name:Send Response - 1  
Requirement Name: CX  
Execution Start Time:2020-08-02 18-36-33**

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| **TOTAL STEPS** | **STEPS PASSED** | **STEPS FAILED** | **OVERALL STATUS** | **DEFECT LIST** |
| 21 | 7 | 14 | Fail | 1 |

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| Step No:1 |
| Step Description: Enter sysagent in USERNAME |
| Expected Result: sysagent should be entered in USERNAME |
| Actual Result: The Element: USERNAME is set with text: sysagent |
| Status: Pass |
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| Step No:2 |
| Step Description: Enter \*\*\* in PASSWORD |
| Expected Result: \*\*\* should be entered in PASSWORD |
| Actual Result: The Element: PASSWORD is set with text: Agent1234 |
| Status: Pass |
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| Step No:3 |
| Step Description: Click Login Button |
| Expected Result: Click Login Button |
| Actual Result: The Element: LoginButton is clicked |
| Status: Pass |
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| Step No:4 |
| Step Description: Click on Navigation Menu |
| Expected Result: Click on Navigation Menu |
| Actual Result: null |
| Status: Fail |
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| Step No:5 |
| Step Description: Click on Incidents |
| Expected Result: Click on Incidents |
| Actual Result: null |
| Status: Fail |
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| Step No:6 |
| Step Description: Click on Search |
| Expected Result: Seach the incident |
| Actual Result: null |
| Status: Fail |
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| Step No:7 |
| Step Description: Double click and open the first Record |
| Expected Result: First Record to be opened |
| Actual Result: null |
| Status: Fail |
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| Step No:8 |
| Step Description: Incident ID to be captured |
| Expected Result: Incident ID to be captured |
| Actual Result: Exception null |
| Status: Fail |
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| Step No:9 |
| Step Description: ClickMessages |
| Expected Result: ClickMessages |
| Actual Result: null |
| Status: Fail |
| No Screenshot available |

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| Step No:10 |
| Step Description: In the message area, write response text |
| Expected Result: Enter Response Text |
| Actual Result: The Element: SetResponse doesn't exist |
| Status: Fail |
| No Screenshot available |

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| Step No:11 |
| Step Description: Click on Menu |
| Expected Result: Click on Menu |
| Actual Result: null |
| Status: Fail |
| No Screenshot available |

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| Step No:12 |
| Step Description: Click Send option |
| Expected Result: Click Send option |
| Actual Result: null |
| Status: Fail |
| No Screenshot available |

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| Step No:13 |
| Step Description: HardWait Time |
| Expected Result: HardWait Time |
| Actual Result: The browser had waited (hard wait) for: 20 seconds |
| Status: Pass |
| No Screenshot available |

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| Step No:14 |
| Step Description: Open Gmail Client |
| Expected Result: Open Gmail Client |
| Actual Result: The URL: https://mail.google.com/ is launched in the browser: Chrome successfully |
| Status: Pass |
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| Step No:15 |
| Step Description: Enter Username for Gmail |
| Expected Result: Enter Username for Gmail |
| Actual Result: The Element: USERNAME1 is set with text: abhi552@gmail.com |
| Status: Pass |
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| Step No:16 |
| Step Description: Click on Next in Gmail |
| Expected Result: Click on Next in Gmail |
| Actual Result: chrome not reachable  (Session info: chrome=84.0.4147.105) Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53' System info: host: 'ANITTALA', ip: '192.168.0.104', os.name: 'Windows 10', os.arch: 'amd64', os.version: '10.0', java.version: '13.0.1' Driver info: org.openqa.selenium.chrome.ChromeDriver Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion: 84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b..., userDataDir: C:\Users\ABHIRA~1\AppData\L...}, goog:chromeOptions: {debuggerAddress: localhost:57811}, javascriptEnabled: true, networkConnectionEnabled: false, pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(), setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad: 300000, script: 30000}, unhandledPromptBehavior: dismiss and notify, webauthn:virtualAuthenticators: true} Session ID: 46ccbdcc07cfb21e80a20db0bbd62fa7 |
| Status: Fail |
| No Screenshot available |

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| Step No:17 |
| Step Description: Enter Password for Gmail |
| Expected Result: Enter Password for Gmail |
| Actual Result: The Element: PASSWORD1 doesn't exist |
| Status: Fail |
| No Screenshot available |

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| Step No:18 |
| Step Description: Click on Next in Gmail after password |
| Expected Result: Click on Next in Gmail after password |
| Actual Result: null |
| Status: Fail |
| No Screenshot available |

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| Step No:19 |
| Step Description: wait |
| Expected Result: wait |
| Actual Result: chrome not reachable  (Session info: chrome=84.0.4147.105) Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53' System info: host: 'ANITTALA', ip: '192.168.0.104', os.name: 'Windows 10', os.arch: 'amd64', os.version: '10.0', java.version: '13.0.1' Driver info: org.openqa.selenium.chrome.ChromeDriver Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion: 84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b..., userDataDir: C:\Users\ABHIRA~1\AppData\L...}, goog:chromeOptions: {debuggerAddress: localhost:57811}, javascriptEnabled: true, networkConnectionEnabled: false, pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(), setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad: 300000, script: 30000}, unhandledPromptBehavior: dismiss and notify, webauthn:virtualAuthenticators: true} Session ID: 46ccbdcc07cfb21e80a20db0bbd62fa7 \*\*\* Element info: {Using=xpath, value=//div//div//div//div//div//div//div//div//div//div//div//div[2]//div[1]//table[1]//tbody[1]} |
| Status: Fail |
| No Screenshot available |

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| Step No:20 |
| Step Description: Verify The Incident ID in Gamil |
| Expected Result: Verify The Incident ID in Gamil |
| Actual Result: null |
| Status: Fail |
| No Screenshot available |