**IBMhq Test Case Execution Report**

**Test Case Name:Send Response - 1  
Requirement Name: CX  
Execution Start Time:2020-08-02 19-21-37**

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| **TOTAL STEPS** | **STEPS PASSED** | **STEPS FAILED** | **OVERALL STATUS** | **DEFECT LIST** |
| 22 | 21 | 1 | 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: The Element: ClickIncidentsMenu is clicked |
| Status: Pass |
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| Step No:5 |
| Step Description: Click on Incidents |
| Expected Result: Click on Incidents |
| Actual Result: The Element: IncidentsMain is clicked |
| Status: Pass |
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| Step No:6 |
| Step Description: Click on Search |
| Expected Result: Seach the incident |
| Actual Result: The Element: ClickSearch is clicked |
| Status: Pass |
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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: The Element: OpenRecord is double clicked |
| Status: Pass |
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| Step No:8 |
| Step Description: ClickMessages |
| Expected Result: ClickMessages |
| Actual Result: The Element: ClickMessages is clicked |
| Status: Pass |
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| Step No:9 |
| Step Description: In the message area, write response text |
| Expected Result: Enter Response Text |
| Actual Result: The Element: SetResponse is set with text: We are working on your issue and we will get back to you. |
| Status: Pass |
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| Step No:10 |
| Step Description: Click on Menu |
| Expected Result: Click on Menu |
| Actual Result: The Element: ClickMenu2 is clicked |
| Status: Pass |
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| Step No:11 |
| Step Description: Click Send option |
| Expected Result: Click Send option |
| Actual Result: The Element: ClickSend is clicked |
| Status: Pass |
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| Step No:12 |
| Step Description: HardWait Time |
| Expected Result: HardWait Time |
| Actual Result: The browser had waited (hard wait) for: 20 seconds |
| Status: Pass |
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| Step No:13 |
| 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:14 |
| 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:15 |
| Step Description: Click on Next in Gmail |
| Expected Result: Click on Next in Gmail |
| Actual Result: element click intercepted: Element <div class="VfPpkd-Jh9lGc"></div> is not clickable at point (771, 436). Other element would receive the click: <div class="VfPpkd-RLmnJb"></div>  (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:61257}, 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: a511f032457e158f6edeeae65942e9ab |
| Status: Fail |
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