**IBMhq Test Case Execution Report**

**Test Case Name:Send Response - 1  
Requirement Name: CX  
Execution Start Time:2020-08-03 14-51-30**

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| **TOTAL STEPS** | **STEPS PASSED** | **STEPS FAILED** | **OVERALL STATUS** | **DEFECT LIST** |
| 24 | 23 | 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: Verify the Response in Messages |
| Expected Result: Verify the Response in Messages |
| Actual Result: null |
| Status: Fail |
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