**IBMhq Test Case Execution Report**

**Test Case Name:Route Incident- 1  
Requirement Name: CX  
Execution Start Time:2020-08-06 12-55-20**

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| **TOTAL STEPS** | **STEPS PASSED** | **STEPS FAILED** | **OVERALL STATUS** | **DEFECT LIST** |
| 34 | 33 | 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 on loginbutton |
| Expected Result: loginbutton should be clicked |
| Actual Result: The Element: loginbutton is clicked |
| Status: Pass |
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| Step No:4 |
| Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start |
| Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked |
| Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked |
| Status: Pass |
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| Step No:5 |
| Step Description: Click on span2 |
| Expected Result: span2 should be clicked |
| Actual Result: The Element: span2 is clicked |
| Status: Pass |
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| Step No:6 |
| Step Description: Enter incident subject |
| Expected Result: Subject to be entered |
| Actual Result: The Element: Incident\_Subject18 is set with text: how this product works, ab92547 product is not functioning properly |
| Status: Pass |
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| Step No:7 |
| Step Description: Click on Adam Smit |
| Expected Result: Adam Smit should be clicked |
| Actual Result: The element: SelectContact is selected with list value: Adam Smit |
| Status: Pass |
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| Step No:8 |
| Step Description: Click in Assigned Agent Searchbox |
| Expected Result: Assigned Agent dropdown shoud be listed |
| Actual Result: The Element: Assigned is clicked |
| Status: Pass |
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| Step No:9 |
| Step Description: Click on ab92547 |
| Expected Result: ab92547 should be clicked |
| Actual Result: The Element: ClickProductList is clicked |
| Status: Pass |
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| Step No:10 |
| Step Description: Click on Primary Antibodies |
| Expected Result: Primary Antibodies should be clicked |
| Actual Result: The Element: ClickCategory is clicked |
| Status: Pass |
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| Step No:11 |
| Step Description: WaitTime |
| Expected Result: WaitTime |
| Actual Result: The browser had waited (hard wait) for: 5 seconds |
| Status: Pass |
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| Step No:12 |
| Step Description: select the Queue |
| Expected Result: select the Queue |
| Actual Result: invalid element state  (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: '192.168.0.105', 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:51626}, 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: cd38169d83f8006efff8a1ddd48dcdb2 |
| Status: Fail |
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