**IBMhq Test Case Execution Report**

**Test Case Name:Route Incident- 1  
Requirement Name: CX  
Execution Start Time:2020-08-06 15-36-38**

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| **TOTAL STEPS** | **STEPS PASSED** | **STEPS FAILED** | **OVERALL STATUS** | **DEFECT LIST** |
| 48 | 47 | 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 Save and Close |
| Expected Result: Click on Save and Close |
| Actual Result: The Element: SaveAndClose is clicked |
| Status: Pass |
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| Step No:10 |
| Step Description: Click on userMenuIcon |
| Expected Result: userMenuIcon should be clicked |
| Actual Result: The Element: userMenuIcon is clicked |
| Status: Pass |
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| Step No:11 |
| Step Description: Click Sign Out |
| Expected Result: Clicked Sign Out |
| Actual Result: The Element: SignOut is clicked |
| Status: Pass |
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| Step No:12 |
| Step Description: Enter sysagent in USERNAME |
| Expected Result: sysagent should be entered in USERNAME |
| Actual Result: The Element: USERNAME1 is set with text: sysagent2 |
| Status: Pass |
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| Step No:13 |
| Step Description: Enter \*\*\* in PASSWORD |
| Expected Result: \*\*\* should be entered in PASSWORD |
| Actual Result: The Element: PASSWORD1 is set with text: Agent12345 |
| Status: Pass |
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| Step No:14 |
| 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:15 |
| Step Description: Double Click on incident created before |
| Expected Result: Double Click on incident created before |
| Actual Result: null |
| Status: Fail |
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