**IBMhq Test Case Execution Report**

**Test Case Name:Route Incident- 1  
Requirement Name: CX  
Execution Start Time:2020-08-10 20-54-38**

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| **TOTAL STEPS** | **STEPS PASSED** | **STEPS FAILED** | **OVERALL STATUS** | **DEFECT LIST** |
| 25 | 24 | 1 | Fail | 1 |

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| Step No:1 |
| Step Description: Click On Add Icon on right corner |
| Expected Result: Click On Add Icon on right corner |
| Actual Result: The Element: ClickonAddIcon is clicked |
| Status: Pass |
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| Step No:2 |
| Step Description: Click on span2 |
| Expected Result: span2 should be clicked |
| Actual Result: The Element: ClickonIncident is clicked |
| Status: Pass |
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| Step No:3 |
| Step Description: Enter incident subject |
| Expected Result: Subject to be entered |
| Actual Result: The Element: EnterSubject is set with text: Issues with Product we are using |
| Status: Pass |
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| Step No:4 |
| 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:5 |
| 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:6 |
| Step Description: Click on ProductList |
| Expected Result: ProductList should be clicked |
| Actual Result: The Element: ClickProductList is clicked |
| Status: Pass |
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| Step No:7 |
| Step Description: Click on Category |
| Expected Result: Category should be clicked |
| Actual Result: element click intercepted: Element <div data-bind="  forceValidationOnInitialRender: children[0],  attr: {  id: uniqueControlId() + '\_container',  class: getCss() + ' oj-flex-item'  },  template: {  name: moduleInfo.viewName,  data: children[0] }" id="Incident\_CatId156\_container" class=" input-container-width-max oj-flex-item">...</div> is not clickable at point (981, 364). Other element would receive the click: <div title="..." class="select-box-item-label">ab92547</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: '192.168.0.105', 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:59578}, 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: bce01ecc16435f6d7a3c241d55447a37 |
| Status: Fail |
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