Test Run Report

Test Run Overview

Started	30 Nov 2022, 12:56:59
Ended	30 Nov 2022, 12:58:49
Duration (mm:ss)	01:49.699

Test Results Summary

Passed	1
Failed	0
Skipped	0

1 Passed (100%)

0 Failed (0%)

0 Skipped (0%)

● Passed ● Failed ○ Skipped

Test Case Summary

📁 tests	● successful
📄 Test6-OmniChannel.testcase	● successful

Test6-OmniChannel.testcase

Summary

Started   30 Nov 2022, 12:56:59
Ended   30 Nov 2022, 12:58:42
Duration (mm:ss) 01:42.655
Outcome   ● successful

Output

● Salesforce Connect: Salesforce (Test)   ⏱ 12:56:59(00:00.044)
● On utilityBarItem page   ⏱ 12:57:05(00:06.244)
   ● Click the Omni Channel Offline   ⏱ 12:58:02(01:03.023)

After Screenshot : 2022/11/30 12:58:04

   ● Click the Change Your Omni Channel Status   ⏱ 12:58:06(01:06.805)

After Screenshot : 2022/11/30 12:58:07

   ● Click the Available SMS And Email   ⏱ 12:58:08(01:09.060)

Nielsen

Q Search...

Service Console   Households   ⌄

Households

Omni-Channel   —

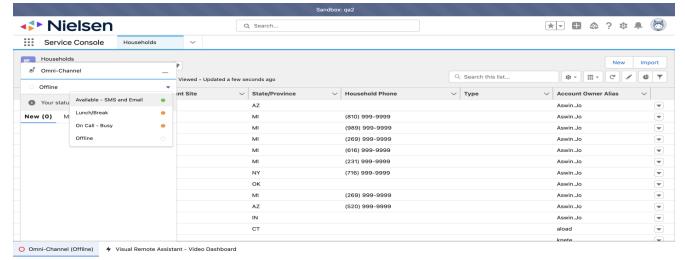Logging in... ⌄

Your status is set to offline.   ✕

New (0)   My work (0)

New   Import

Viewed • Updated a few seconds ago   Q Search this list...

nt Site ⌄ | State/Province ⌄ | Household Phone ⌄ | Type ⌄ | Account Owner Alias ⌄ |

	AZ			Aswin.Jo	▼
	MI	(810) 999-9999		Aswin.Jo	▼
	MI	(989) 999-9999		Aswin.Jo	▼
	MI	(269) 999-9999		Aswin.Jo	▼
	MI	(616) 999-9999		Aswin.Jo	▼
	MI	(231) 999-9999		Aswin.Jo	▼
	NY	(716) 999-9999		Aswin.Jo	▼
	OK			Aswin.Jo	▼
	MI	(269) 999-9999		Aswin.Jo	▼
	AZ	(520) 999-9999		Aswin.Jo	▼
	IN			Aswin.Jo	▼
	CT			aload	▼
				knete	▼

○ Omni-Channel (Offline)   ⚡ Visual Remote Assistant – Video Dashboard

After Screenshot : 2022/11/30 12:58:09

● Subscribe Gmail — 12:58:10(01:11.119)
  ● Subscribe: gmail — 12:58:10(01:11.147)
  ● Send Message: gmail — 12:58:12(01:13.291)
● Click the Accept Email Routing — 12:58:19(01:20.144)

Nielsen

Q Search...

Service Console   Households   ⌄

Households

Omni-Channel   —

Available – SMS and Email   ⌄

You have no active requests.   ✕

New (0)   My work (0)

New   Import

Viewed • Updated a few seconds ago   Q Search this list...

nt Site ⌄ | State/Province ⌄ | Household Phone ⌄ | Type ⌄ | Account Owner Alias ⌄ |

	AZ			Aswin.Jo	▼
	MI	(810) 999-9999		Aswin.Jo	▼
	MI	(989) 999-9999		Aswin.Jo	▼
	MI	(269) 999-9999		Aswin.Jo	▼
	MI	(616) 999-9999		Aswin.Jo	▼
	MI	(231) 999-9999		Aswin.Jo	▼
	NY	(716) 999-9999		Aswin.Jo	▼
	OK			Aswin.Jo	▼
	MI	(269) 999-9999		Aswin.Jo	▼
	AZ	(520) 999-9999		Aswin.Jo	▼
	IN			Aswin.Jo	▼
	CT			aload	▼
				knete	▼

✔ Omni-Channel (Online)   ⚡ Visual Remote Assistant – Video Dashboard

Before Screenshot : 2022/11/30 12:58:19

● On SF Record Detail component in Email Routing view — 12:58:28(01:29.104)
  ● UI Assert — 12:58:35(01:35.725)
  ● Set Values: TaskRecord — 12:58:37(01:37.551)
  ● Click the Task Record field — 12:58:37(01:37.585)