

# Test Run Report



## Test Run Overview

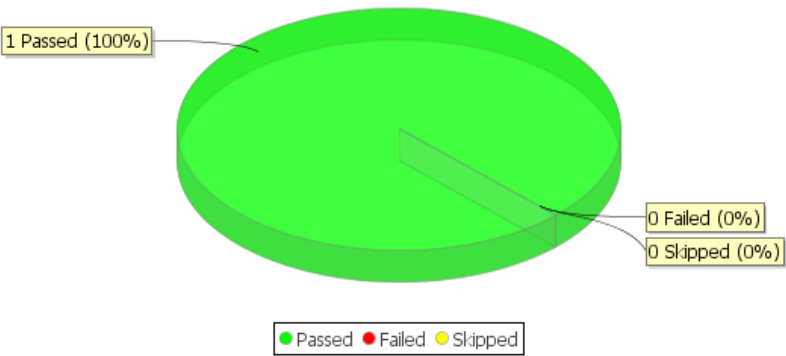
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Started	30 May 2017, 11:17:24
Ended	30 May 2017, 11:24:51
Duration (mm:ss)	07:26.906

## Test Results Summary

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Passed	1
Failed	0
Skipped	0



## Test Case Summary

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TestScripts

- Player\_LiveAgentChat.testcase



✓ successful  
✓ successful









## Player\_LiveAgentChat.testcase

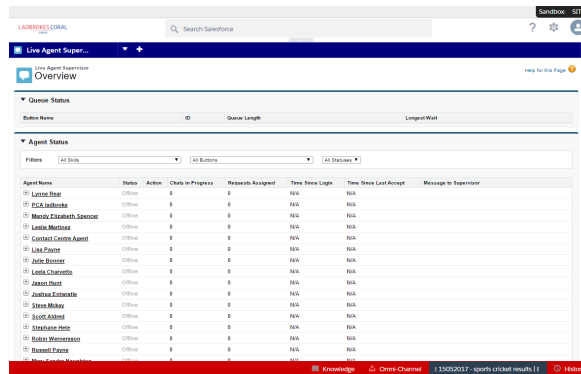
### Summary

Started 30 May 2017, 11:17:24  
Ended 30 May 2017, 11:24:47  
Duration (mm:ss) 07:22.343  
Outcome  successful



### Output










-  Supervisor 11:17:25(00:00.196)
  -  Salesforce Connect: Provar\_Supervisor (Test) 11:17:25(00:00.345)

Salesforce connection opened successfully. Connection name: Provar\_Supervisor, ResultName: Provar\_Supervisor, resultScope: Test
  -  Set Values: AgentName 11:18:35(01:10.269)
  -  VerifyAgentStatus 11:18:35(01:10.315)
    -  On Supervisor page 11:18:35(01:10.364)
      -  Call the clickOnButton method 11:18:35(01:10.716)
      -  Click the Live Agent Supervisor 11:18:39(01:14.329)
    -  On Supervisor page 11:18:46(01:21.951)
      -  With AgentTabSupervisor row 11:18:46(01:22.091)
      -  LiveAgentStatus 11:18:47(01:22.490)



After Screenshot : 2017/05/30 11:18:50

-  Agent 11:18:56(01:31.818)
  -  Salesforce Connect: Provar\_CenterAgent (Test) 11:18:56(01:31.888)

Salesforce connection opened successfully. Connection name: Provar\_CenterAgent, ResultName: Provar\_CenterAgent, resultScope: Test
  -  MakeAgentLive 11:20:17(02:52.688)
    -  On Agent page 11:20:17(02:52.749)
      -  Call the clickOnButtonOmni method 11:20:18(02:54.057)
      -  Click the Status All 11:20:18(02:54.057)
      -  With Status row 11:20:21(02:56.374)
        -  Click the Name 11:20:22(02:57.200)
    -  On Supervisor page 11:20:25(03:00.557)
      -  With LiveAgents row 11:20:25(03:00.697)
      -  LiveAgentReadyStatus 11:20:28(03:03.568)

Agent Name	Status	Action	Chats in Progress	Requests Assigned	Time Since Login	Time Since Last Accept	Message to Supervisor
Lyndee Shaw	Offline		0	0	N/A	N/A	
PCA Iadbrooke	Ready	Select Action	0	0	00:07	N/A	
Melinda Elizabeth Spencer	Offline		0	0	N/A	N/A	
Lucia Martinez	Offline		0	0	N/A	N/A	
Quintin Carlos Asensio	Offline		0	0	N/A	N/A	
Lisa Francis	Offline		0	0	N/A	N/A	
Audie Brannon	Offline		0	0	N/A	N/A	
Laura Chavante	Offline		0	0	N/A	N/A	
Andrea Stuart	Offline		0	0	N/A	N/A	
Jonathan Estrella	Offline		0	0	N/A	N/A	
Steve Wilson	Offline		0	0	N/A	N/A	
Scott Anderson	Offline		0	0	N/A	N/A	
Shashana Hala	Offline		0	0	N/A	N/A	
Robin Wimmerman	Offline		0	0	N/A	N/A	
Rebecca Crane	Offline		0	0	N/A	N/A	

After Screenshot : 2017/05/30 11:20:30

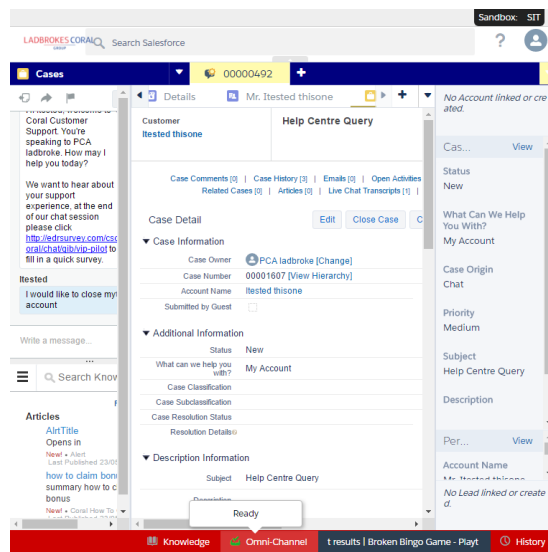
- ✓ Player1-ReadExcel
  - Loaded 1 rows from Parameter Value Source.
    - 11:20:35(03:10.727)
- ✓ Salesforce Connect: Player1 (GroupStep)
  - Salesforce connection opened successfully. Connection name: Player1, ResultName: Player1, resultScope: GroupStep
    - 11:20:35(03:11.083)
- ✓ PlayerStartChat
  - ✓ On GuestPlayer page
    - ✓ Click the Chat\_ Community
      - 11:21:30(04:05.349)
      - 11:21:30(04:05.403)
      - 11:21:30(04:05.655)
  - ✓ On GuestPlayer page
    - ✓ Set the Game Options to {ExcelDataPlayer.QueryType}
      - 11:21:39(04:14.107)
    - ✓ Click the Start Chat
      - 11:21:40(04:15.527)
- ✓ AgentAcceptsChat
  - ✓ Call AcceptChat
    - ✓ AcceptChat.testcase
      - 11:21:54(04:29.190)
      - 11:21:54(04:29.259)
      - 11:21:54(04:29.263)
      - 11:21:54(04:29.264)
      - 11:21:54(04:29.384)
      - 11:21:54(04:29.427)
      - 11:21:55(04:30.778)
      - 11:21:59(04:34.180)
    - ✓ Salesforce Connect: Agent (Test)
      - 11:22:01(04:37.028)
    - ✓ AgentAcceptsRequest
      - 11:22:26(05:01.238)
    - ✓ On Agent page
      - ✓ Click the Accept
        - 11:21:54(04:29.427)
        - 11:21:55(04:30.778)
      - ✓ Call the clickOnButtonOmni method
        - 11:21:59(04:34.180)
    - ✓ On Agent page
      - ✓ VerifyCustomerName
        - 11:22:01(04:37.028)
        - 11:22:26(05:01.238)

Case Information	Additional Information	Description Information
<b>Case Owner</b> PCA Iadbrooke [Change] <b>Case Number</b> 00001607 [View Hierarchy] <b>Account Name</b> Iadbrooke <b>Submitted by Guest</b>	<b>Status</b> New <b>What can we help you with?</b> My Account <b>Case Classification</b> <b>Case Subclassification</b> <b>Case Resolution Status</b> <b>Resolution Details</b>	<b>Subject</b> Help Centre Query <b>Description</b>

After Screenshot : 2017/05/30 11:22:27

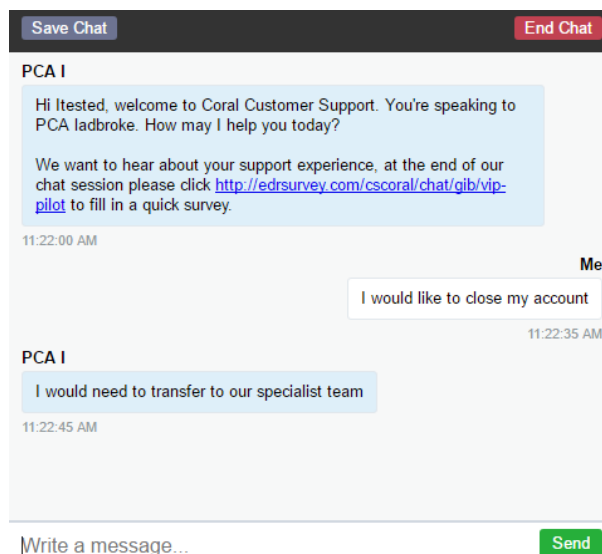
- ✓ PlayerSendMessage
  - ✓ On GuestPlayer page
    - ✓ Set the Write A Message to {ExcelDataPlayer.PlayerMessage}
      - 11:22:32(05:07.968)
      - 11:22:32(05:08.027)
      - 11:22:33(05:08.278)
      - 11:22:34(05:09.430)
    - ✓ Click the Send
      - 11:22:37(05:12.509)
      - 11:22:37(05:12.549)
- ✓ AgentReply
  - ✓ Call AgentReply
    - 11:22:37(05:12.549)

- ✓ AgentReply.testcase 11:22:37(05:12.553)
- ✓ Salesforce Connect: Agent (Test) 11:22:37(05:12.554)
- ✓ AgentAcceptsRequest 11:22:37(05:12.648)
- ✓ On Agent page 11:22:37(05:12.694)
- ✓ VerifyGuestMessageOnAgentScreen 11:22:37(05:12.884)



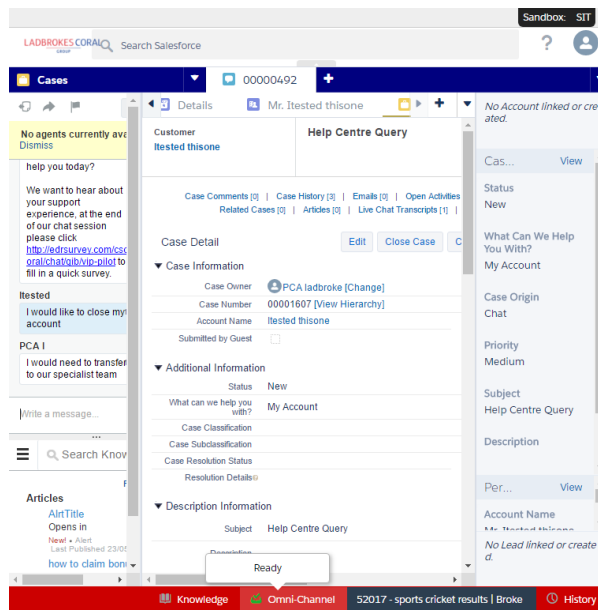
After Screenshot : 2017/05/30 11:22:39

- ✓ Set the Write Reply to {AgentReplyMessage} 11:22:42(05:17.596)
- ✓ Click the Send 11:22:44(05:19.571)
- ✓ On GuestPlayer page 11:22:47(05:22.970)
- ✓ VerifyPlayerScreenMessage 11:22:48(05:23.259)



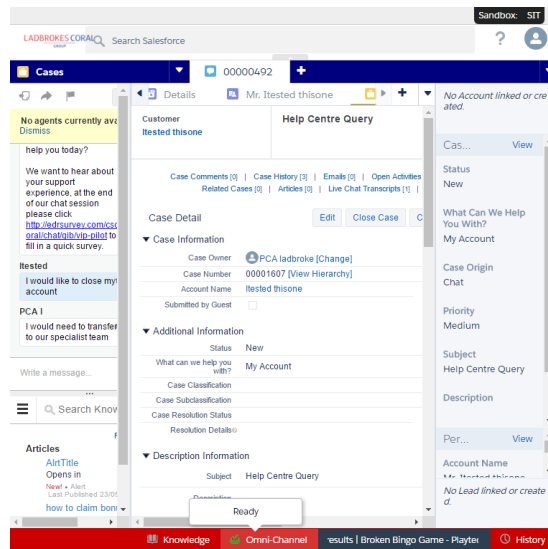
After Screenshot : 2017/05/30 11:22:49

- ✓ AgentTransferRequest 11:22:54(05:29.256)
- ✓ On Agent page 11:22:54(05:29.302)
- ✓ Click the Transfer 11:22:54(05:29.427)
- ✓ NoAgentsAvailable 11:22:55(05:30.526)



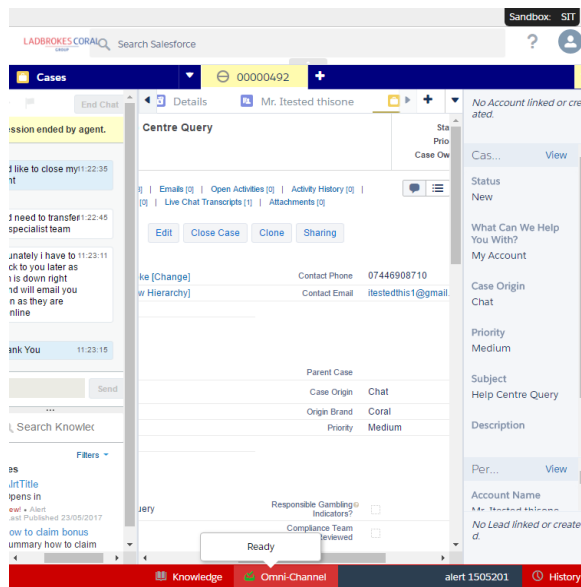
After Screenshot : 2017/05/30 11:22:56

- ✓ Call AgentReply ① 11:23:01(05:36.852)
- ✓ AgentReply.testcase ① 11:23:01(05:36.856)
- ✓ Salesforce Connect: Agent (Test) ① 11:23:01(05:36.858)
- ✓ AgentAcceptsRequest ① 11:23:01(05:36.937)
- ✓ On Agent page ① 11:23:01(05:37.031)
- ✓ VerifyGuestMessageOnAgentScreen ① 11:23:02(05:37.171)



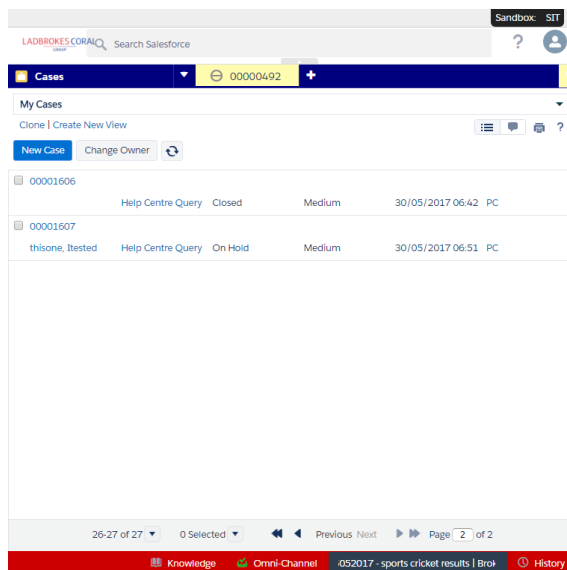
After Screenshot : 2017/05/30 11:23:03

- ✓ Set the Write Reply to {AgentReplyMessage} ① 11:23:06(05:41.170)
- ✓ Click the Send ① 11:23:09(05:45.056)
- ✓ PlayerReply ① 11:23:13(05:48.345)
- ✓ On GuestPlayer page ① 11:23:13(05:48.394)
- ✓ Set the Write A Message to Ok Thank You ① 11:23:13(05:48.714)
- ✓ Click the Send ① 11:23:14(05:49.581)
- ✓ CloseCase ① 11:23:18(05:53.319)
- ✓ EndChatByAgent ① 11:23:18(05:53.388)
- ✓ On Agent page ① 11:23:18(05:53.438)
- ✓ Click the End Chat Agent ① 11:23:18(05:53.692)
- ✓ Click the Confirm End Chat Agent ① 11:23:19(05:54.775)
- ✓ ClosePlayerCase ① 11:23:22(05:58.041)
- ✓ On SF Case View screen ① 11:23:23(05:58.155)
- ✓ ReadPlayerCaseNumber ① 11:23:32(06:07.377)



After Screenshot : 2017/05/30 11:23:33

- ✔ Click the Edit button ① 11:23:36(06:11.464)
- ✔ On SF Case Edit screen ① 11:23:41(06:16.308)
  - ✔ Set the Case Status picklist to {ExcelDataPlayer.CaseStatus} ① 11:23:42(06:17.383)
  - ✔ Set the Case Classification picklist to {ExcelDataPlayer.QueryType} ① 11:23:43(06:18.320)
    - Salesforce Connection closed successfully. Name: Provar\_Supervisor
    - Salesforce Connection closed successfully. Name: Provar\_CenterAgent
  - ✔ Set the Case Subclassification picklist to {ExcelDataPlayer.Subclassification} ① 11:23:44(06:19.830)
    - Salesforce Connection closed successfully. Name: Player1
  - ✔ Set the Case Resolution Status picklist to {ExcelDataPlayer.ResolutionStatus} ① 11:23:45(06:20.975)
  - ✔ Set the Resolution Details field to {ExcelDataPlayer.ResolutionDetails} ① 11:23:47(06:22.281)
  - ✔ Click the Save button ① 11:23:49(06:24.577)
  - ✔ On SF Cases tab (My Cases) ① 11:23:53(06:28.194)
    - ✔ PlayerCase ① 11:24:15(06:50.556)
      - The row locator matched 1 row.
    - ✔ CaseStatus-OnHold ① 11:24:29(07:04.962)



After Screenshot : 2017/05/30 11:24:30