

Test Run Report

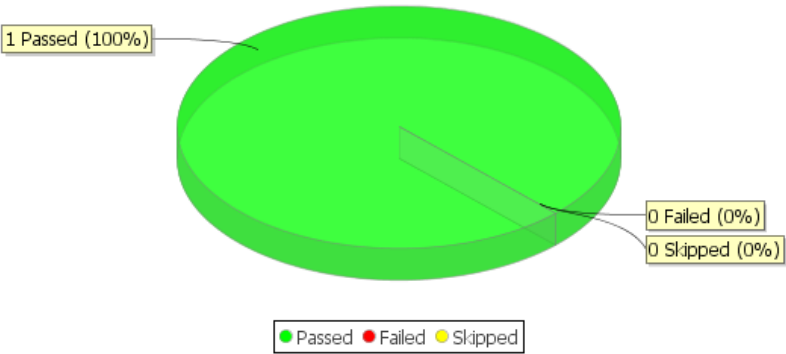


Test Run Overview

Started	30 May 2017, 11:08:45
Ended	30 May 2017, 11:15:55
Duration (mm:ss)	07:10.545

Test Results Summary

Passed	1
Failed	0
Skipped	0



Test Case Summary


TestScripts

- Guest_LiveAgentChat.testcase



✓ successful
✓ successful









Guest_LiveAgentChat.testcase

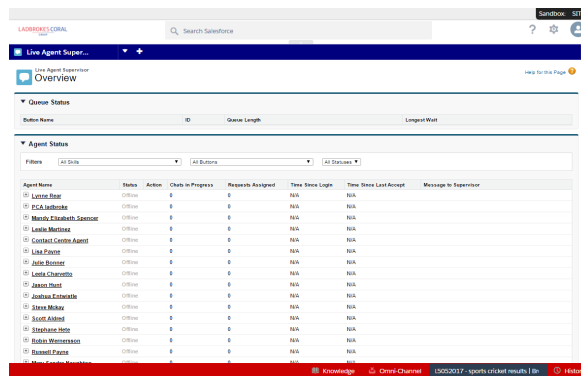
Summary

Started 30 May 2017, 11:08:45
Ended 30 May 2017, 11:15:51
Duration (mm:ss) 07:05.976
Outcome  successful



Output










-  Supervisor ⌚ 11:08:45(00:00.193)
 -  Salesforce Connect: Provar_Supervisor (Test) ⌚ 11:08:45(00:00.337)

Salesforce connection opened successfully. Connection name: Provar_Supervisor, ResultName: Provar_Supervisor, resultScope: Test
 -  Set Values: AgentName ⌚ 11:09:57(01:11.828)
 -  VerifyAgentStatus ⌚ 11:09:57(01:11.902)
 -  On Supervisor page ⌚ 11:09:57(01:11.952)
 -  Call the clickOnButton method ⌚ 11:09:57(01:12.353)
 -  Click the Live Agent Supervisor ⌚ 11:10:01(01:16.150)
 -  On Supervisor page ⌚ 11:10:08(01:23.502)
 -  With AgentTabSupervisor row ⌚ 11:10:08(01:23.705)
 -  LiveAgentStatus ⌚ 11:10:09(01:24.113)



After Screenshot : 2017/05/30 11:10:12

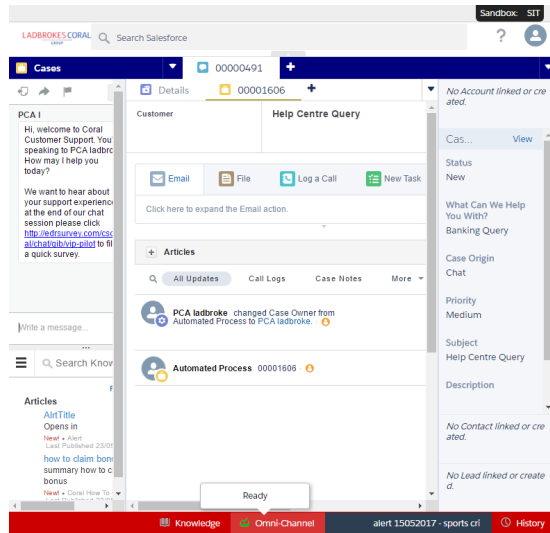
-  Agent ⌚ 11:10:18(01:33.319)
 -  Salesforce Connect: Provar_CenterAgent (Test) ⌚ 11:10:18(01:33.365)

Salesforce connection opened successfully. Connection name: Provar_CenterAgent, ResultName: Provar_CenterAgent, resultScope: Test
 -  MakeAgentLive ⌚ 11:11:38(02:52.776)
 -  On Agent page ⌚ 11:11:38(02:52.818)
 -  Call the clickOnButtonOmni method ⌚ 11:11:39(02:54.474)
 -  Click the Status All ⌚ 11:11:39(02:54.474)
 -  With Status row ⌚ 11:11:42(02:56.870)
 -  Click the Name ⌚ 11:11:43(02:57.805)
 -  On Supervisor page ⌚ 11:11:46(03:01.050)
 -  With LiveAgents row ⌚ 11:11:46(03:01.197)
 -  LiveAgentReadyStatus ⌚ 11:11:49(03:03.903)

Agent Name	Status	Action	Chats in Progress	Requests Assigned	Time Since Login	Time Since Last Accept	Message to Supervisor
PCA ladbroke	Ready	Select Action	0	0	00:07	N/A	
Mandy Elizabeth Spencer	Offline		0	0	N/A	N/A	
Linda Matthews	Offline		0	0	N/A	N/A	
Caroline Centre Agent	Offline		0	0	N/A	N/A	
Lisa Pearce	Offline		0	0	N/A	N/A	
Julia Brown	Offline		0	0	N/A	N/A	
Linda Charnock	Offline		0	0	N/A	N/A	
Andrew Hunt	Offline		0	0	N/A	N/A	
Jonathan Entwistle	Offline		0	0	N/A	N/A	
Steve Wilson	Offline		0	0	N/A	N/A	
Scott Archer	Offline		0	0	N/A	N/A	
Stephanie Hild	Offline		0	0	N/A	N/A	
Rachel Womersley	Offline		0	0	N/A	N/A	
Russell Crane	Offline		0	0	N/A	N/A	

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

- ✔ Guest-ReadExcel
 - Loaded 1 rows from Parameter Value Source.
- ✔ UI Connect: GuestUser
- ✔ GuestStartChat
 - ✔ On GuestPlayer page
 - ✔ Click the Chat_ Community
 - ✔ On GuestPlayer page
 - ✔ Set the Game Options to {ExcelDataGuest.QueryType}
 - ✔ Click the Start Chat
- ✔ AgentAcceptsRequest
 - ✔ Call AcceptChat
 - ✔ AcceptChat.testcase
 - ✔ Salesforce Connect: Agent (Test)
 - ✔ AgentAcceptsRequest
 - ✔ On Agent page
 - ✔ Click the Accept
 - ✔ Call the clickOnButtonOmni method
 - ✔ On Agent page
 - ✔ VerifyCustomerName



After Screenshot : 2017/05/30 11:13:25

- ✔ GuestSendMessage
 - ✔ On GuestPlayer page
 - ✔ Set the Write A Message to {ExcelDataGuest.VisitorMessage}
 - ✔ Click the Send
- ✔ FlagsForSupervisorSupport
 - ✔ Call AgentReply
 - ✔ AgentReply.testcase

✓ Salesforce Connect: Agent (Test)

11:13:33(04:48.603)

✓ AgentAcceptsRequest

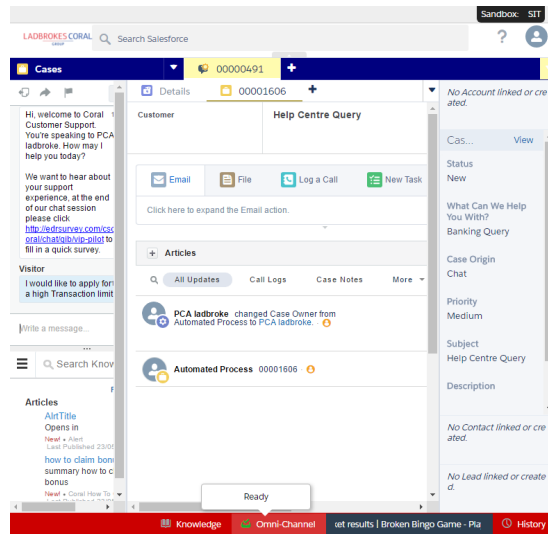
11:13:33(04:48.748)

✓ On Agent page

11:13:34(04:48.797)

✓ VerifyGuestMessageOnAgentScreen

11:13:34(04:48.980)



After Screenshot : 2017/05/30 11:13:35

✓ Set the Write Reply to {AgentReplyMessage}

11:13:38(04:53.557)

✓ Click the Send

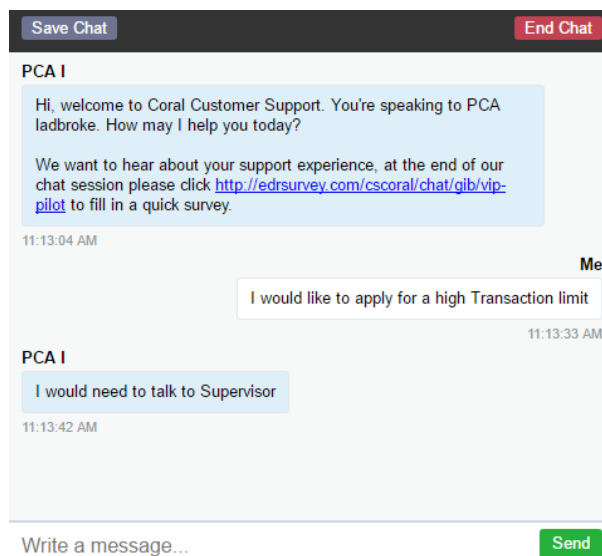
11:13:40(04:55.617)

✓ On GuestPlayer page

11:13:44(04:59.098)

✓ VerifyGuestScreenMessage

11:13:44(04:59.513)



After Screenshot : 2017/05/30 11:13:46

✓ On Agent page

11:13:46(05:01.745)

✓ Click the Flag

11:13:47(05:02.048)

✓ Set the Flag Message to {ExcelDataGuest.AgentFlagRequest}

11:13:48(05:03.115)

✓ Click the Flag Btn

11:13:50(05:05.760)

✓ SupervisorChecksFlagRequest

11:13:53(05:08.676)

✓ On Supervisor page

11:13:53(05:08.755)

✓ LiveAgentFlagRaised

11:13:54(05:08.927)

✓ Click the Flag Raised

11:13:55(05:10.328)

✓ On Supervisor page

11:13:58(05:13.592)

✓ LiveAgentChat

11:13:58(05:13.738)

✓ Click the View

11:13:59(05:14.322)

✓ On Supervisor page

11:14:02(05:17.696)

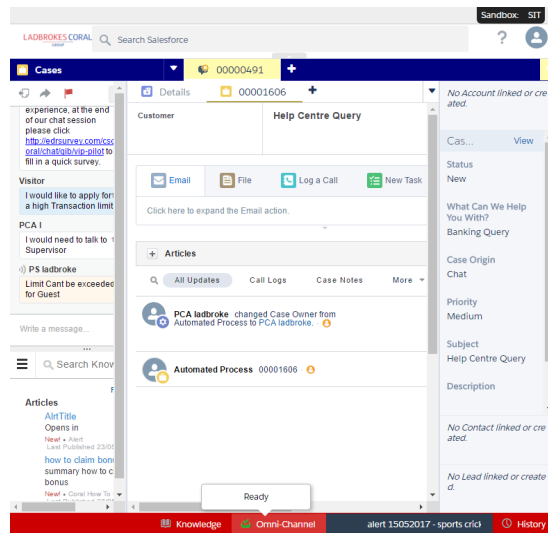
✓ SupervisorReply

11:14:03(05:17.953)

✓ Set the Text to {ExcelDataGuest.SupervisorReply}

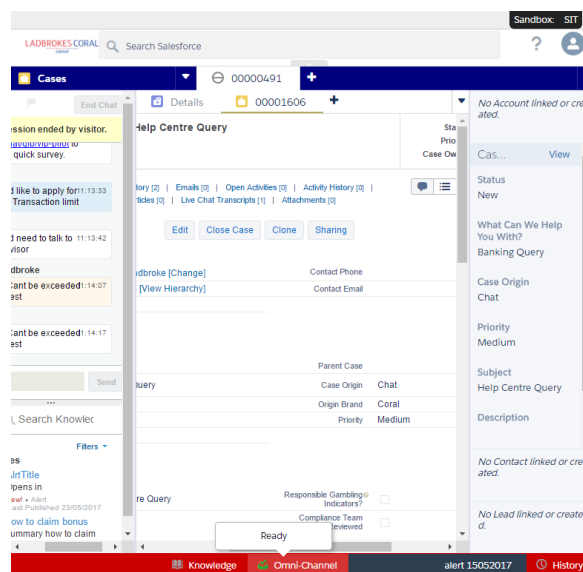
11:14:04(05:19.123)

- ✔ Click the Send Btn 11:14:06(05:21.049)
- ✔ AgentRepliesToGuest 11:14:09(05:24.342)
- ✔ Call AgentReply 11:14:09(05:24.414)
- ✔ AgentReply.testcase 11:14:09(05:24.417)
- ✔ Salesforce Connect: Agent (Test) 11:14:09(05:24.419)
- ✔ AgentAcceptsRequest 11:14:09(05:24.520)
- ✔ On Agent page 11:14:09(05:24.552)
- ✔ VerifyGuestMessageOnAgentScreen 11:14:10(05:24.806)



After Screenshot : 2017/05/30 11:14:11

- ✔ Set the Write Reply to {AgentReplyMessage} 11:14:14(05:29.291)
- ✔ Click the Send 11:14:16(05:30.934)
- ✔ CloseCase 11:14:19(05:34.405)
- ✔ EndChatByGuest 11:14:19(05:34.465)
- ✔ On GuestPlayer page 11:14:19(05:34.518)
- ✔ Click the End Chat 11:14:20(05:34.996)
- ✔ CloseGuestUserCase 11:14:21(05:36.527)
- ✔ On SF Case View screen 11:14:21(05:36.589)
- ✔ ReadCaseNumber 11:14:30(05:45.334)



After Screenshot : 2017/05/30 11:14:31

- ✔ Click the CloseCase button 11:14:34(05:49.575)
- ✔ On SF Case CloseCase screen 11:14:39(05:54.726)
- ✔ Set the Case Status picklist to {ExcelDataGuest.CaseStatus} 11:14:40(05:55.477)
- ✔ Set the Case Classification picklist to {ExcelDataGuest.QueryType} 11:14:42(05:56.772)

Salesforce Connection closed successfully. Name: Provar_Supervisor

Salesforce Connection closed successfully. Name: Provar_CenterAgent

✔ Set the Case Subclassification picklist to Other 11:14:43(05:58.209)
Selenium Connection closed successfully. Name: GuestUser

✔ Set the Case Resolution Status picklist to {ExcelDataGuest.ResolutionStatus} 11:14:44(05:59.696)

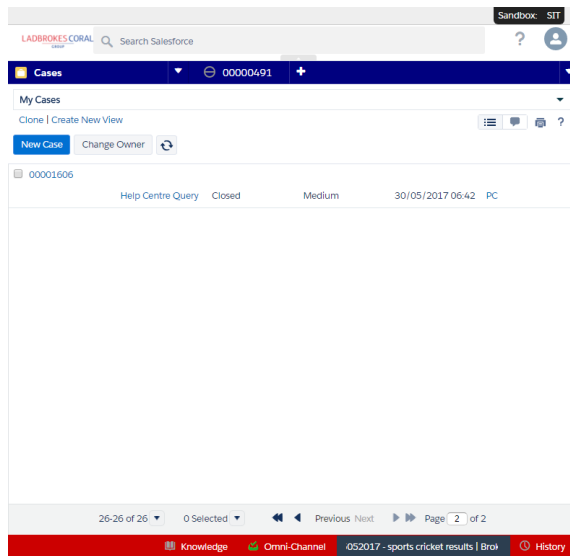
✔ Set the Resolution Details field to No further action 11:14:45(06:00.574)

✔ Click the Save button 11:14:46(06:01.634)

✔ On SF Cases tab (My Cases) 11:14:50(06:04.948)

✔ GuestUserCase 11:15:13(06:28.702)
The row locator matched 1 row.

✔ CaseStatus 11:15:28(06:42.969)



After Screenshot : 2017/05/30 11:15:28