

# Test Run Report



## Test Run Overview

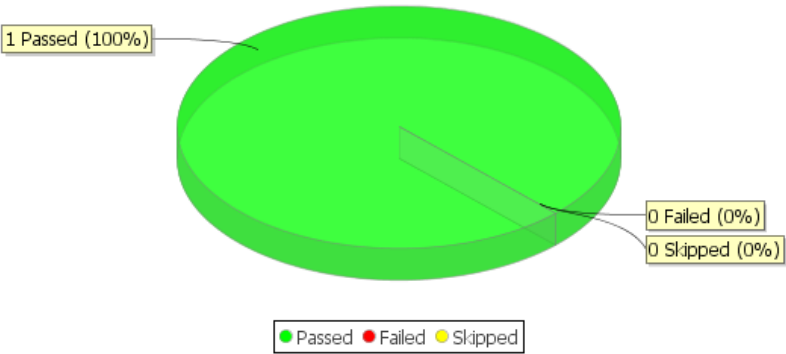
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Started 30 May 2017, 00:02:34  
Ended 30 May 2017, 00:14:12  
Duration (mm:ss) 11:38.539

## Test Results Summary

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Passed 1  
Failed 0  
Skipped 0



## Test Case Summary

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TestScripts  
LiveAgentChat.testcase



✓ successful  
✓ successful









## LiveAgentChat.testcase

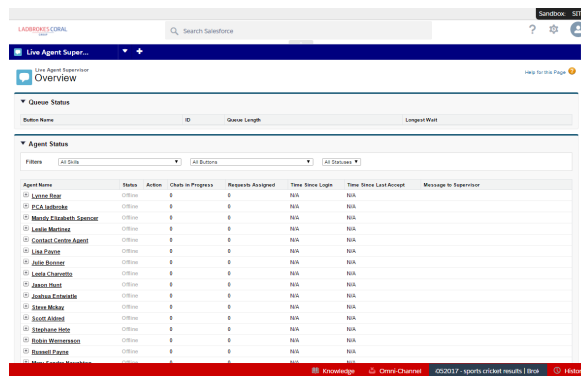
### Summary

Started 30 May 2017, 00:02:34  
Ended 30 May 2017, 00:14:08  
Duration (mm:ss) 11:34.098  
Outcome  successful



### Output










-  Supervisor 00:02:34(00:00.435)
  -  Salesforce Connect: Provar\_Supervisor (Test) 00:02:35(00:01.144)

Salesforce connection opened successfully. Connection name: Provar\_Supervisor, ResultName: Provar\_Supervisor, resultScope: Test
  -  Set Values: AgentName 00:03:51(01:17.259)
  -  VerifyAgentStatus 00:03:51(01:17.340)
    -  On AgentPage page 00:03:51(01:17.388)
      -  Call the clickOnButton method 00:03:51(01:17.851)
      -  Click the Live Agent Supervisor 00:03:56(01:21.993)
    -  On AgentPage page 00:04:04(01:29.969)
      -  With AgentTabSupervisor row 00:04:04(01:30.230)
      -  LiveAgentStatus 00:04:04(01:30.891)



After Screenshot : 2017/05/30 00:04:09

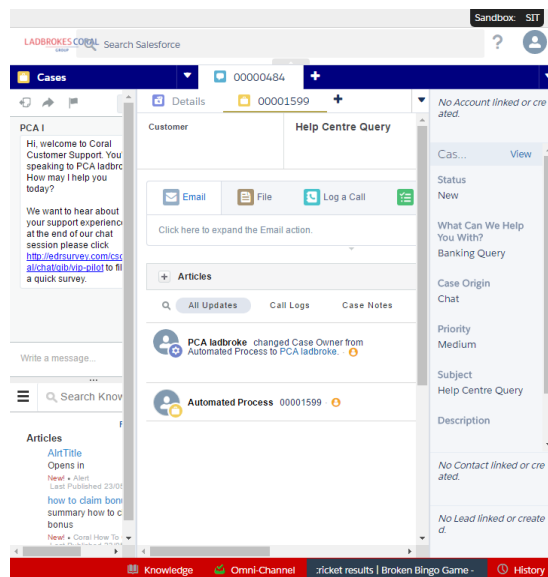
-  Agent 00:04:15(01:41.704)
  -  Salesforce Connect: Provar\_CenterAgent (Test) 00:04:16(01:41.977)

Salesforce connection opened successfully. Connection name: Provar\_CenterAgent, ResultName: Provar\_CenterAgent, resultScope: Test
  -  MakeAgentLive 00:05:26(02:52.626)
    -  On AgentPage page 00:05:26(02:52.717)
      -  Call the clickOnButtonOmni method 00:05:34(03:00.118)
      -  Click the Status All 00:05:28(02:54.771)
      -  With Status row 00:05:32(02:58.238)
        -  Click the Name 00:05:33(02:59.159)
    -  On AgentPage page 00:05:37(03:03.274)
      -  With LiveAgents row 00:05:37(03:03.532)
      -  LiveAgentReadyStatus 00:05:40(03:06.500)

The screenshot shows the 'Live Agent Supervisor Overview' page in Salesforce. It features a table with columns: Agent Name, Status, Action, Chats in Progress, Requests Assigned, Time Since Login, Time Since Last Action, and Message to Supervisor. The table lists several agents, including PCA Iadbrooke, Wendy Elizabeth Spencer, Lorna Matthews, and others, with their respective statuses and metrics.

After Screenshot : 2017/05/30 00:05:42

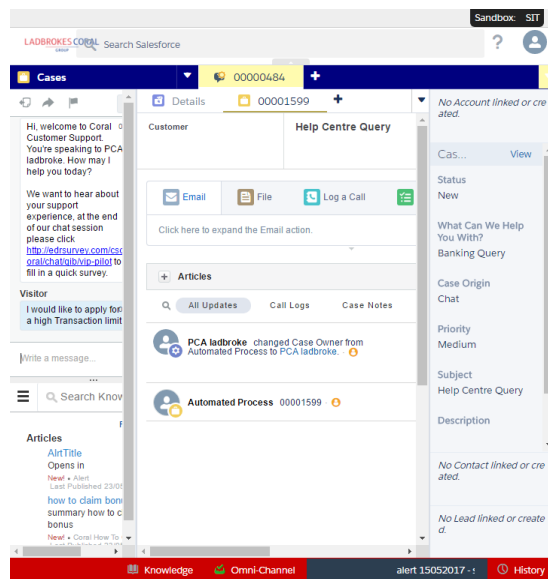
- ✔ Guest-ReadExcel
  - Loaded 1 rows from Parameter Value Source.
- ✔ UI Connect: GuestUser
- ✔ GuestStartChat
  - ✔ On AgentPage page
  - ✔ Click the Chat\_ Community
- ✔ On AgentPage page
  - ✔ Set the Game Options to {ExcelDataGuest.QueryType}
- ✔ On AgentPage page
  - ✔ Click the Start Chat
- ✔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



After Screenshot : 2017/05/30 00:07:27

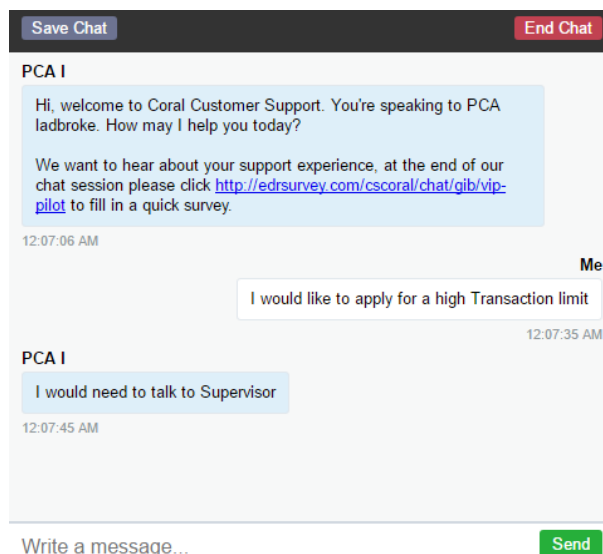
- ✔ GuestSendMessage
  - ✔ On AgentPage page
    - ✔ Set the Write A Message to {ExcelDataGuest.VisitorMessage}
    - ✔ Click the Send
- ✔ FlagsForSupervisorSupport

- ✔ Call AgentReply 00:07:35(05:01.719)
- ✔ AgentReply.testcase 00:07:35(05:01.722)
- ✔ Salesforce Connect: Agent (Test) 00:07:35(05:01.724)
- ✔ AgentAcceptsRequest 00:07:35(05:01.822)
- ✔ On AgentPage page 00:07:35(05:01.876)
- ✔ VerifyGuestMessageOnAgentScreen 00:07:36(05:02.164)



After Screenshot : 2017/05/30 00:07:37

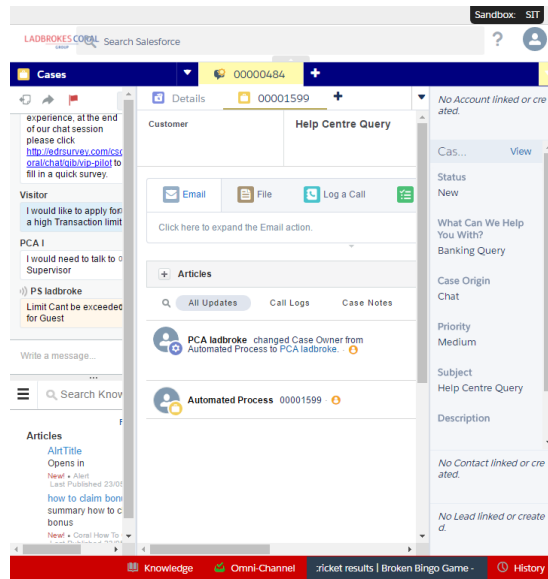
- ✔ Set the Write Reply to {AgentReplyMessage} 00:07:40(05:06.625)
- ✔ Click the Send 00:07:43(05:09.871)
- ✔ On AgentPage page 00:07:47(05:13.045)
- ✔ VerifyGuestScreenMessage 00:07:47(05:13.406)



After Screenshot : 2017/05/30 00:07:48

- ✔ On AgentPage page 00:07:49(05:15.778)
- ✔ Click the Flag 00:07:50(05:16.010)
- ✔ Set the Flag Message to {ExcelDataGuest.AgentFlagRequest} 00:07:51(05:17.276)
- ✔ Click the Flag Btn 00:07:52(05:18.402)
- ✔ SupervisorChecksFlagRequest 00:07:55(05:21.405)
- ✔ On AgentPage page 00:07:55(05:21.454)
- ✔ LiveAgentFlagRaised 00:07:55(05:21.610)
- ✔ Click the Flag Raised 00:07:57(05:23.372)
- ✔ On AgentPage page 00:08:00(05:26.755)
- ✔ LiveAgentChat 00:08:01(05:27.005)

- Click the View 00:08:01(05:27.752)
- On AgentPage page 00:08:05(05:31.875)
  - SupervisorReply 00:08:06(05:32.009)
    - Set the Text to {ExcelDataGuest.SuperiorReply} 00:08:06(05:32.671)
    - Click the Send Btn 00:08:08(05:33.997)
- AgentRepliesToGuest 00:08:11(05:37.218)
  - Call AgentReply 00:08:11(05:37.261)
    - AgentReply.testcase 00:08:11(05:37.265)
    - Salesforce Connect: Agent (Test) 00:08:11(05:37.266)
    - AgentAcceptsRequest 00:08:11(05:37.397)
      - On AgentPage page 00:08:11(05:37.491)
        - VerifyGuestMessageOnAgentScreen 00:08:11(05:37.639)



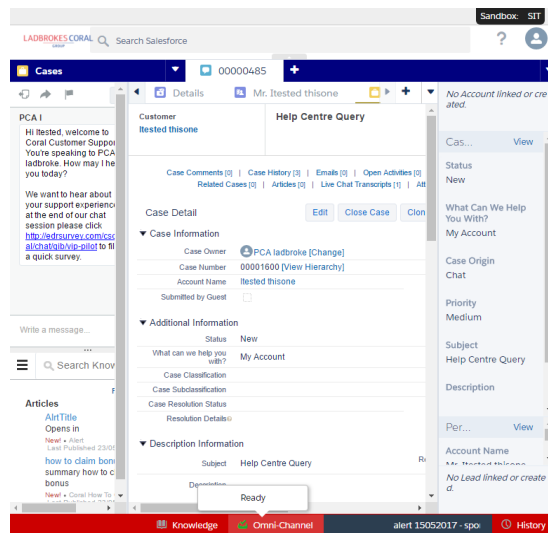
After Screenshot : 2017/05/30 00:08:13

- Set the Write Reply to {AgentReplyMessage} 00:08:16(05:42.210)
  - Click the Send 00:08:18(05:43.986)
- CloseCase 00:08:21(05:47.571)
  - EndChatByGuest 00:08:25(05:51.621)
    - On AgentPage page 00:08:26(05:52.707)
      - Click the End Chat 00:08:27(05:53.935)
  - CloseGuestUserCase 00:08:33(05:59.509)
    - On SF Case View screen 00:08:34(06:00.127)
      - ReadCaseNumber 00:08:43(06:09.822)



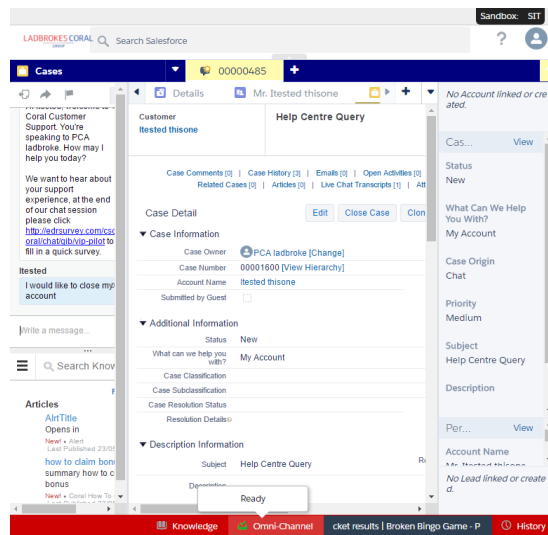
Salesforce connection opened successfully. Connection name: Player1, ResultName: Player1, resultScope: GroupStep

- ✔ PlayerStartChat 00:11:02(08:28.956)
  - ✔ On AgentPage page 00:11:03(08:29.003)
    - ✔ Click the Chat\_ Community 00:11:05(08:31.095)
  - ✔ On AgentPage page 00:11:09(08:35.423)
    - ✔ Set the Game Options to {ExcelDataPlayer.QueryType} 00:11:09(08:35.683)
  - ✔ On AgentPage page 00:11:13(08:39.428)
    - ✔ Click the Start Chat 00:11:13(08:39.736)
- ✔ AgentAcceptsChat 00:11:31(08:57.117)
  - ✔ Call AcceptChat 00:11:31(08:57.182)
    - ✔ AcceptChat.testcase 00:11:31(08:57.187)
      - ✔ Salesforce Connect: Agent (Test) 00:11:31(08:57.189)
      - ✔ AgentAcceptsRequest 00:11:31(08:57.282)
        - ✔ On AgentPage page 00:11:31(08:57.332)
          - ✔ Click the Accept 00:11:32(08:58.821)
          - ✔ Call the clickOnButtonOmni method 00:11:36(09:02.001)
        - ✔ On AgentPage page 00:11:38(09:04.731)
          - ✔ VerifyCustomerName 00:11:57(09:23.718)



After Screenshot : 2017/05/30 00:11:59

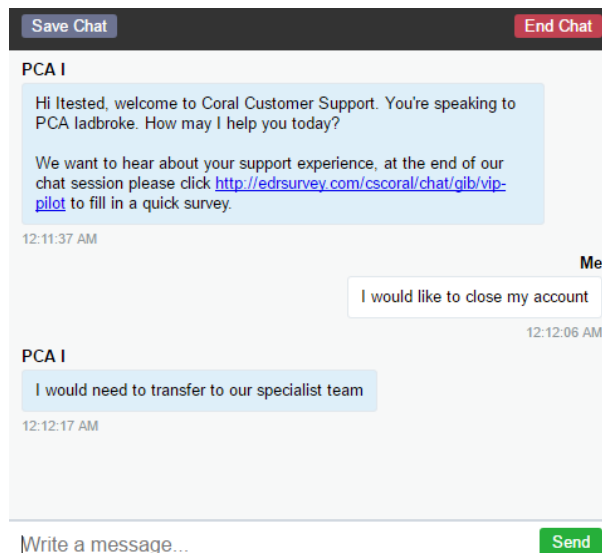
- ✔ PlayerSendMessage 00:12:04(09:30.459)
  - ✔ On AgentPage page 00:12:04(09:30.518)
    - ✔ Set the Write A Message to {ExcelDataPlayer.PlayerMessage} 00:12:04(09:30.731)
    - ✔ Click the Send 00:12:05(09:31.900)
- ✔ AgentReply 00:12:09(09:35.035)
  - ✔ Call AgentReply 00:12:09(09:35.079)
    - ✔ AgentReply.testcase 00:12:09(09:35.084)
      - ✔ Salesforce Connect: Agent (Test) 00:12:09(09:35.085)
      - ✔ AgentAcceptsRequest 00:12:09(09:35.174)
        - ✔ On AgentPage page 00:12:09(09:35.217)
          - ✔ VerifyGuestMessageOnAgentScreen 00:12:09(09:35.354)



After Screenshot : 2017/05/30 00:12:11

- ✔ Set the Write Reply to {AgentReplyMessage}
- ✔ Click the Send
- ✔ On AgentPage page
- ✔ VerifyPlayerScreenMessage

00:12:14(09:40.069)  
00:12:16(09:41.963)  
00:12:19(09:45.434)  
00:12:19(09:45.731)

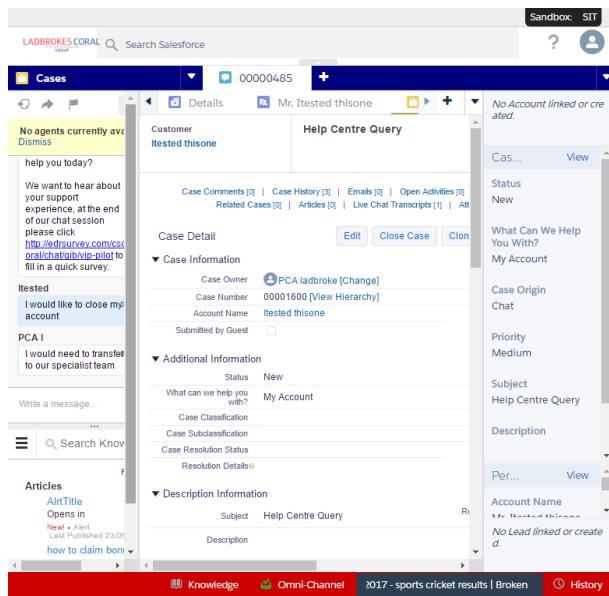


After Screenshot : 2017/05/30 00:12:21

- ✔ AgentTransferRequest
- ✔ On AgentPage page
- ✔ Click the Transfer
- ✔ NoAgentsAvailable

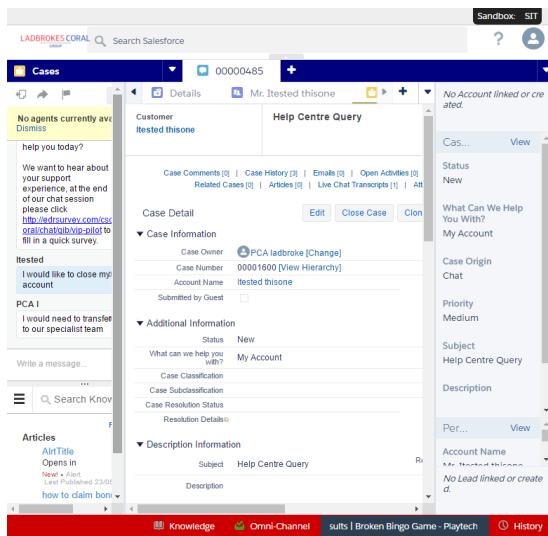
00:12:25(09:51.761)  
00:12:25(09:51.815)  
00:12:25(09:51.941)  
00:12:27(09:53.852)





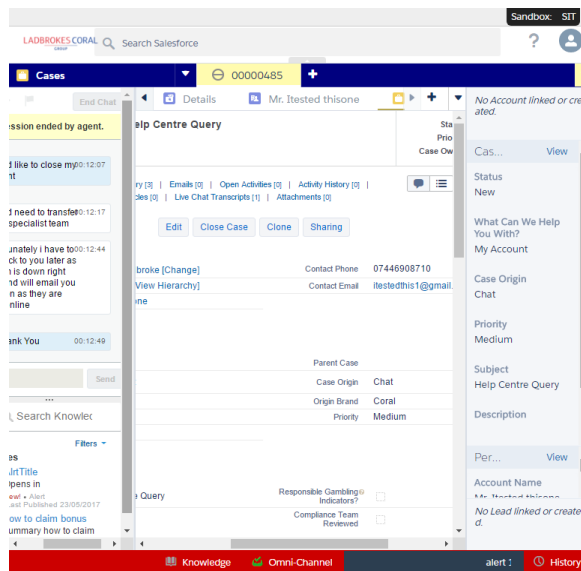
After Screenshot : 2017/05/30 00:12:29

- ✓ Call AgentReply ① 00:12:34(10:00.600)
- ✓ AgentReply.testcase ① 00:12:34(10:00.605)
- ✓ Salesforce Connect: Agent (Test) ① 00:12:34(10:00.606)
- ✓ AgentAcceptsRequest ① 00:12:34(10:00.697)
- ✓ On AgentPage page ① 00:12:34(10:00.747)
- ✓ VerifyGuestMessageOnAgentScreen ① 00:12:34(10:00.860)



After Screenshot : 2017/05/30 00:12:36

- ✓ Set the Write Reply to {AgentReplyMessage} ① 00:12:38(10:04.834)
- ✓ Click the Send ① 00:12:42(10:08.686)
- ✓ PlayerReply ① 00:12:46(10:12.123)
- ✓ On AgentPage page ① 00:12:46(10:12.192)
- ✓ Set the Write A Message to Ok Thank You ① 00:12:46(10:12.507)
- ✓ Click the Send ① 00:12:48(10:14.306)
- ✓ CloseCase ① 00:12:51(10:17.287)
- ✓ EndChatByAgent ① 00:12:51(10:17.320)
- ✓ On AgentPage page ① 00:12:51(10:17.404)
- ✓ Click the End Chat Agent ① 00:12:51(10:17.608)
- ✓ Click the Confirm End Chat Agent ① 00:12:52(10:18.914)
- ✓ ClosePlayerCase ① 00:12:56(10:22.161)
- ✓ On SF Case View screen ① 00:12:56(10:22.209)
- ✓ ReadPlayerCaseNumber ① 00:13:02(10:28.606)



After Screenshot : 2017/05/30 00:13:03

- ✔ Click the Edit button 00:13:06(10:32.585)
- ✔ On SF Case Edit screen 00:13:11(10:37.414)
  - ✔ Set the Case Status picklist to {ExcelDataPlayer.CaseStatus} 00:13:12(10:38.424)
  - ✔ Set the Case Classification picklist to {ExcelDataPlayer.QueryType} 00:13:13(10:39.350)
    - Salesforce Connection closed successfully. Name: Provar\_Supervisor
    - Salesforce Connection closed successfully. Name: Provar\_CenterAgent
  - ✔ Set the Case Subclassification picklist to {ExcelDataPlayer.Subclassification} 00:13:14(10:40.598)
    - Salesforce Connection closed successfully. Name: Player1
  - ✔ Set the Case Resolution Status picklist to {ExcelDataPlayer.ResolutionStatus} 00:13:15(10:41.805)
  - ✔ Set the Resolution Details field to {ExcelDataPlayer.ResolutionDetails} 00:13:17(10:43.271)
  - ✔ Click the Save button 00:13:19(10:45.836)
  - ✔ On SF Cases tab (My Cases) 00:13:23(10:49.289)
    - ✔ PlayerCase 00:13:45(11:11.197)
      - The row locator matched 1 row.
    - ✔ CaseStatus 00:13:50(11:16.042)

Case ID	Case Name	Status	Priority	Date
00001594	Help Centre Query	Closed	Medium	29/05/2017 13:13
00001595	Help Centre Query	New	Medium	29/05/2017 13:15
00001596	Help Centre Query	Closed	Medium	29/05/2017 13:25
00001597	Help Centre Query	New	Medium	29/05/2017 13:31
00001598	Help Centre Query	Closed	Medium	29/05/2017 19:11
00001599	Help Centre Query	Closed	Medium	29/05/2017 19:19
00001600	Help Centre Query	On Hold	Medium	29/05/2017 19:41

After Screenshot : 2017/05/30 00:13:51