

desktop\_windows

- [dashboard](#)
- [track\\_changes](#)

ORR Extent Report Name

[Dec 22, 2023 06:43:29](#)

[warning Status](#)

- [Pass check\\_circle](#)
- 
- [Clear Filters clear](#)

close Clear

[track\\_changes](#) Dashboard

[search Search](#)

Search Tests...

Tests

1 test(s) passed  
0 test(s) failed, 0 skipped  
Timeline (seconds)

- CARESV1-T763\_815 Verify that Hotline Worker and Supervisor is able to view the report data is showing as per filters and default order Dec 22, 2023 06:43:29  
pass  
Dec 22, 2023 06:43:29 Dec 22, 2023 06:50:10 0h 6m 40s+662ms

Status	Timestamp	Details
check_circle	6:43:42 AM	Application is in Login Page
check_circle	6:44:01 AM	i logged in as 'StaffContraCosta' for V1 application
check_circle	6:44:06 AM	i wait for 5 seconds
check_circle	6:44:09 AM	i click 'Reports' link
check_circle	6:44:12 AM	i wait for 3 seconds
check_circle	6:44:14 AM	i click 'All Reports' link
check_circle	6:44:17 AM	i wait for 3 seconds
check_circle	6:44:18 AM	i search for the value 'Call Back Request Respons'
check_circle	6:44:21 AM	i wait for 3 seconds
check_circle	6:44:24 AM	i click 'Call Back Request Response Times' link
check_circle	6:44:27 AM	i wait for 3 seconds
check_circle	6:44:29 AM	i switch to iframe
check_circle	6:44:34 AM	i wait for 5 seconds
check_circle	6:44:37 AM	i verify 'Duration of time to successfully return a call for screenings that require a call back' text is present on page
check_circle	6:44:37 AM	Screenshot
check_circle	6:44:39 AM	i scroll to Down by 400 pixels
check_circle	6:44:44 AM	i wait for 5 seconds
check_circle	6:44:46 AM	i scroll to Down by 400 pixels

Status      Timestamp      Details

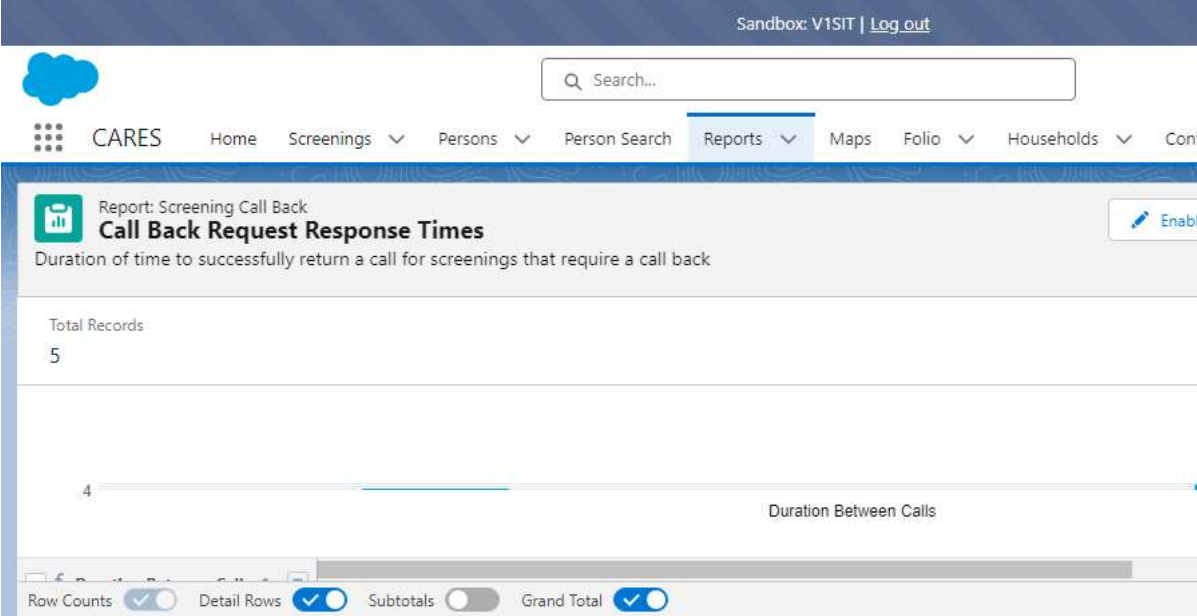
check\_circle 6:44:51 AM      i wait for 5 seconds

check\_circle 6:44:53 AM      i scroll to Down by 400 pixels

check\_circle 6:44:58 AM      i wait for 5 seconds

check\_circle 6:45:01 AM      i verify 'Call Date/Time' button is present on page

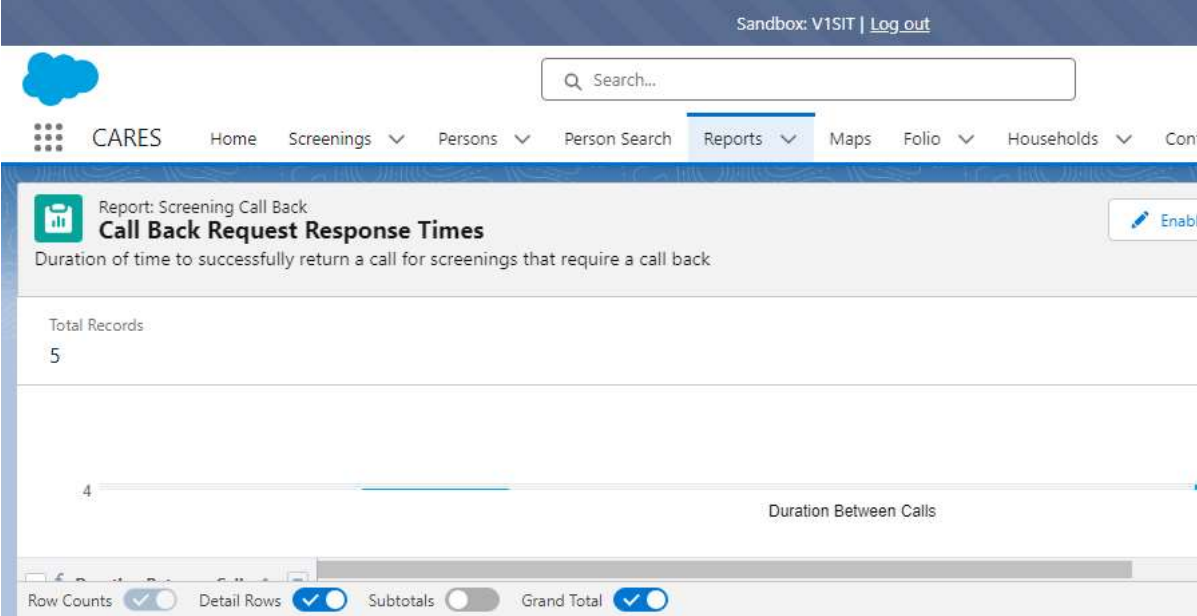
Screenshot



check\_circle 6:45:02 AM

check\_circle 6:45:05 AM      i verify 'Screening ID' button is present on page

Screenshot



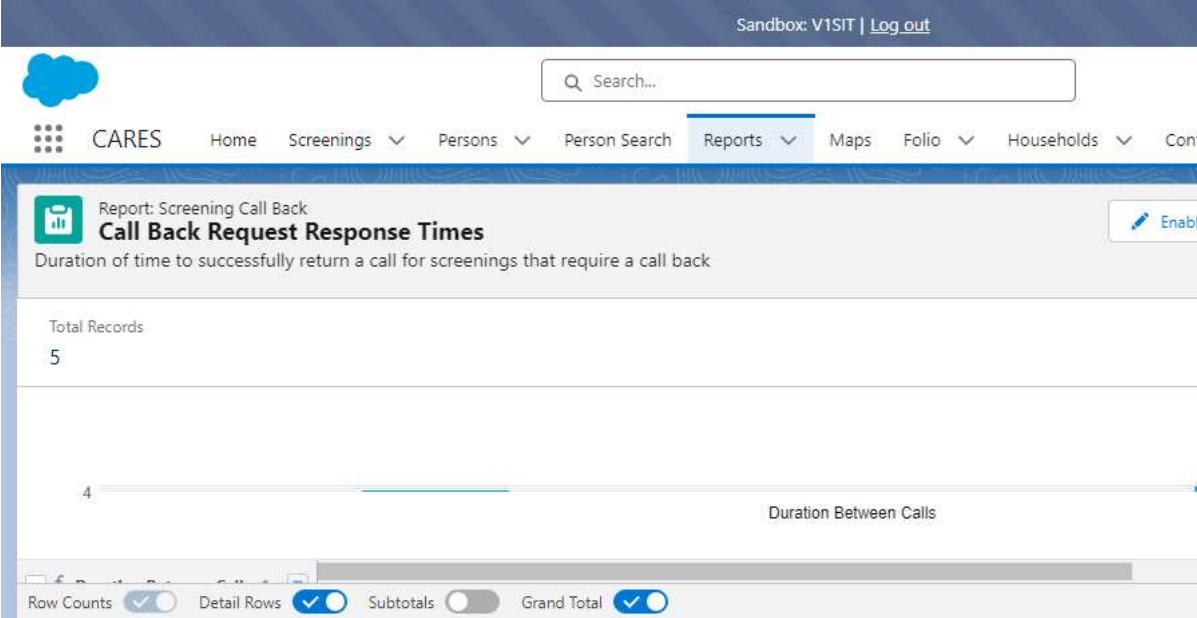
check\_circle 6:45:05 AM

check\_circle 6:45:08 AM      i verify 'Screening Name' button is present on page

Status      Timestamp Details

Screenshot

check\_circle 6:45:08 AM

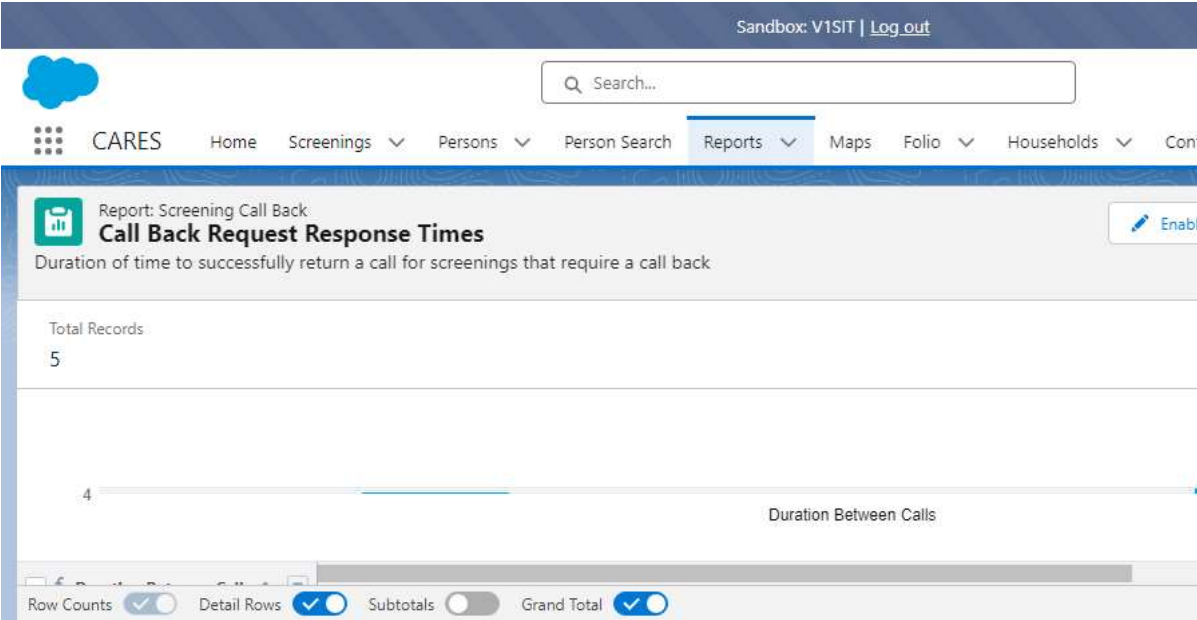


check\_circle 6:45:12 AM

i verify 'County Assigned to Screening' button is present on page

Screenshot

check\_circle 6:45:12 AM



check\_circle 6:45:15 AM


i verify 'Caller Type' button is present on page

Status      Timestamp Details

Screenshot

check\_circle 6:45:15 AM


Sandbox: V1SIT | [Log out](#)



Search...

CARES

Home   Screenings ▾   Persons ▾   Person Search   **Reports ▾**   Maps   Folio ▾   Households ▾   Cont

 Report: Screening Call Back

**Call Back Request Response Times**

[Enabl](#)

Duration of time to successfully return a call for screenings that require a call back

Total Records  
5

4

Duration Between Calls

Row Counts ☒

Detail Rows ☒


Subtotals ☐

Grand Total ☒

check\_circle 6:45:18 AM

i verify 'Call Back Date/Time' button is present on page  
Screenshot


Sandbox: V1SIT | [Log out](#)



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 Report: Screening Call Back

**Call Back Request Response Times**

[Enabl](#)

Duration of time to successfully return a call for screenings that require a call back

Total Records  
5

4

Duration Between Calls

Row Counts ☒

Detail Rows ☒

Subtotals ☐

Grand Total ☒

check\_circle 6:45:18 AM

check\_circle 6:45:22 AM


i verify 'Duration Between Calls' button is present on page

Status      Timestamp Details

Screenshot

check\_circle 6:45:22 AM


Sandbox: V1SIT | [Log out](#)



Q Search...

CARES

HomeScreeningsPersonsPerson SearchReportsMapsFolioHouseholdsCont

Report: Screening Call Back

**Call Back Request Response Times**

[Enabl](#)

Duration of time to successfully return a call for screenings that require a call back

Total Records  
5

4

Duration Between Calls

Row Counts

Detail Rows

Subtotals

Grand Total

i verify 'Screening: Owner Name' button is present on page


check\_circle 6:45:28 AM

i verify 'Approval Supervisor' button is present on page

Screenshot

check\_circle 6:45:28 AM


Sandbox: V1SIT | [Log out](#)



Q Search...

CARES

HomeScreeningsPersonsPerson SearchReportsMapsFolioHouseholdsCont

Report: Screening Call Back

**Call Back Request Response Times**

[Enabl](#)

Duration of time to successfully return a call for screenings that require a call back

Total Records  
5

4

Duration Between Calls

Row Counts

Detail Rows

Subtotals

Grand Total


check\_circle 6:45:32 AM

i verify 'Call Back Staff Person' button is present on page

Status      Timestamp Details

Screenshot


Sandbox: V1SIT | [Log out](#)



Search...

CARES

Home   Screenings ▾   Persons ▾   Person Search   **Reports ▾**   Maps   Folio ▾   Households ▾   Cont

 Report: Screening Call Back

**Call Back Request Response Times**

[Enabl](#)

Duration of time to successfully return a call for screenings that require a call back

Total Records  
5

4

Duration Between Calls

Row Counts ☒

Detail Rows ☒

Subtotals ☐

Grand Total ☒

check\_circle 6:45:32 AM

check\_circle 6:45:42 AM

i wait for 10 seconds

check\_circle 6:45:47 AM

i wait for 5 seconds

check\_circle 6:45:47 AM

i switch to main frame

check\_circle 6:45:52 AM

i wait for 5 seconds

check\_circle 6:45:55 AM

i switch to frame at index 1

check\_circle 6:45:58 AM

i click 'Duration Between Calls' button

check\_circle 6:46:03 AM

i wait for 5 seconds

check\_circle 6:46:06 AM

i click 'Duration Between Calls' button

check\_circle 6:46:11 AM

i wait for 5 seconds

check\_circle 6:46:13 AM

i click 'Screening ID' button

check\_circle 6:46:18 AM

i wait for 5 seconds

check\_circle 6:46:21 AM

i click 'Screening ID' button

check\_circle 6:46:26 AM

i wait for 5 seconds

check\_circle 6:46:29 AM

i click 'Screening Name' button

check\_circle 6:46:34 AM

i wait for 5 seconds

check\_circle 6:46:36 AM

i click 'Screening Name' button

check\_circle 6:46:41 AM

i wait for 5 seconds

check\_circle 6:46:44 AM

i click 'County Assigned to Screening' button

check\_circle 6:46:49 AM

i wait for 5 seconds

check\_circle 6:46:51 AM

i click 'County Assigned to Screening' button

check\_circle 6:46:57 AM

i wait for 5 seconds

check\_circle 6:46:59 AM

i click 'Caller Type' button

check\_circle 6:47:04 AM

i wait for 5 seconds


check\_circle 6:47:07 AM

i click 'Caller Type' button

Status	Timestamp Details	
check_circle	6:47:12 AM	i wait for 5 seconds
check_circle	6:47:14 AM	i click 'Call Back Date/Time' button
check_circle	6:47:19 AM	i wait for 5 seconds
check_circle	6:47:22 AM	i click 'Call Back Date/Time' button
check_circle	6:47:27 AM	i wait for 5 seconds
check_circle	6:47:29 AM	i click 'Screening: Owner Name' button
check_circle	6:47:34 AM	i wait for 5 seconds
check_circle	6:47:37 AM	i click 'Screening: Owner Name' button
check_circle	6:47:42 AM	i wait for 5 seconds
check_circle	6:47:44 AM	i click 'Approval Supervisor' button
check_circle	6:47:49 AM	i wait for 5 seconds
check_circle	6:47:52 AM	i click 'Approval Supervisor' button
check_circle	6:47:57 AM	i wait for 5 seconds
check_circle	6:48:00 AM	i click 'Call Back Staff Person' button
check_circle	6:48:05 AM	i wait for 5 seconds
check_circle	6:48:07 AM	i click 'Call Back Staff Person' button
check_circle	6:48:12 AM	i wait for 5 seconds
check_circle	6:48:15 AM	i verify 'Total Records' text is present on page



Screenshot

Sandbox: V1SIT | [Log out](#)





**CARES**   Home   Screenings ▾   Persons ▾   Person Search   Reports ▾   Maps   Folio ▾   Households ▾   Contact ▾



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 Report: Screening Call Back  
**Call Back Request Response Times**  Enable

Duration of time to successfully return a call for screenings that require a call back



Duration Between Calls

<input type="checkbox"/> f <sub>x</sub> Duration Between Calls ↑ ▾	▾ Call Back Date/Time ▾	 Call Back Staff Person ↓ ▾	 Screening: Owner Name ▾
Row Counts <input checked="" type="checkbox"/>	Detail Rows <input checked="" type="checkbox"/>	Subtotals <input type="checkbox"/>	Grand Total <input checked="" type="checkbox"/>


*check\_circle* 6:48:16 AM

*check\_circle* 6:48:19 AM i verify '1 Day' text is present on page




Screenshot


Sandbox: V1SIT | [Log out](#)

 Search...

CARES Home Screenings Persons Person Search Reports Maps Folio Households Cont

 Report: Screening Call Back  
**Call Back Request Response Times**  
Duration of time to successfully return a call for screenings that require a call back

[Enable](#)



Duration Between Calls


☐ fx Duration Between Calls ↑ ▾    ▾ Call Back Date/Time    ↻ Call Back Staff Person ↓ ▾    ↻ Screening: Owner Name ▾


Row Counts ☒ Detail Rows ☒ Subtotals ☐ Grand Total ☒


i verify 'None' text is present on page

### Screenshot

Sandbox: V1SIT | [Log out](#)

 CARES Home Screenings Persons Person Search Reports Maps Folio Households Cont

 Report: Screening Call Back  
**Call Back Request Response Times**  
Duration of time to successfully return a call for screenings that require a call back



Duration Between Calls

☐ f<sub>x</sub> Duration Between Calls ↑ ▾ ▾ Call Back Date/Time ▾ ⚙️ Call Back Staff Person ↓ ▾ ⚙️ Screening: Owner Name ▾

Row Counts ☒ Detail Rows ☒ Subtotals ☐ Grand Total ☒

i print the total number of count

i click on filter button

i wait for 5 seconds

i verify 'Duration Between Calls' button is present on page




Status      Timestamp Details

Screenshot

check\_circle 6:48:31 AM


Sandbox: V1SIT | [Log out](#)



Search...

CARES

HomeScreeningsPersonsPerson SearchReportsMapsFolioHouseholdsCont

Report: Screening Call Back

**Call Back Request Response Times**

[Enabl](#)

Duration of time to successfully return a call for screenings that require a call back

Total Records  
5

4

Duration Between Calls

Row Counts

Detail Rows


Subtotals

Grand Total

check\_circle 6:48:35 AM

i verify 'County Assigned to Screening' button is present on page  
Screenshot


Sandbox: V1SIT | [Log out](#)



Search...

CARES

HomeScreeningsPersonsPerson SearchReportsMapsFolioHouseholdsCont

Report: Screening Call Back

**Call Back Request Response Times**

[Enabl](#)

Duration of time to successfully return a call for screenings that require a call back

Total Records  
5

4

Duration Between Calls

Row Counts

Detail Rows

Subtotals

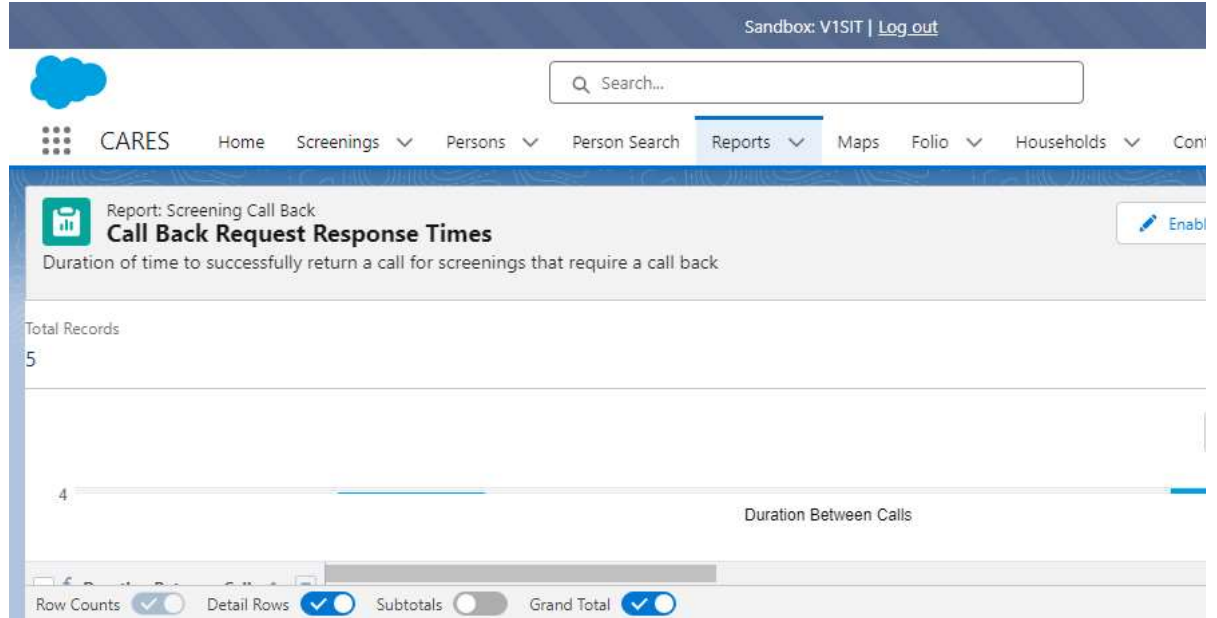
Grand Total

check\_circle 6:48:38 AM

i verify 'Caller Type' button is present on page

Status	Timestamp	Details
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Screenshot



check_circle	6:48:38 AM	
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check_circle	6:48:41 AM	i verify 'Approval Supervisor: Full Name' button is present on page
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check_circle	6:48:52 AM	i wait for 10 seconds
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check_circle	6:48:56 AM	i click 'SCR-15690' link
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check_circle	6:49:01 AM	i wait for 5 seconds
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check_circle	6:49:11 AM	i refresh the page
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check_circle	6:49:16 AM	i wait for 5 seconds
--------------	------------	----------------------

check_circle	6:49:18 AM	i scroll to down by 500 pixels
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check_circle	6:49:21 AM	i scroll to Down by 500 pixels
--------------	------------	--------------------------------

check_circle	6:49:23 AM	i scroll to Down by 500 pixels
--------------	------------	--------------------------------

check_circle	6:49:25 AM	i scroll to Down by 500 pixels
--------------	------------	--------------------------------

check_circle	6:49:27 AM	i scroll to Down by 500 pixels
--------------	------------	--------------------------------

check_circle	6:49:32 AM	i wait for 5 seconds
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check_circle	6:49:35 AM	i click 'Call Back Attempts' relatedlistheaderlink
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check_circle	6:49:46 AM	i refresh the page
--------------	------------	--------------------

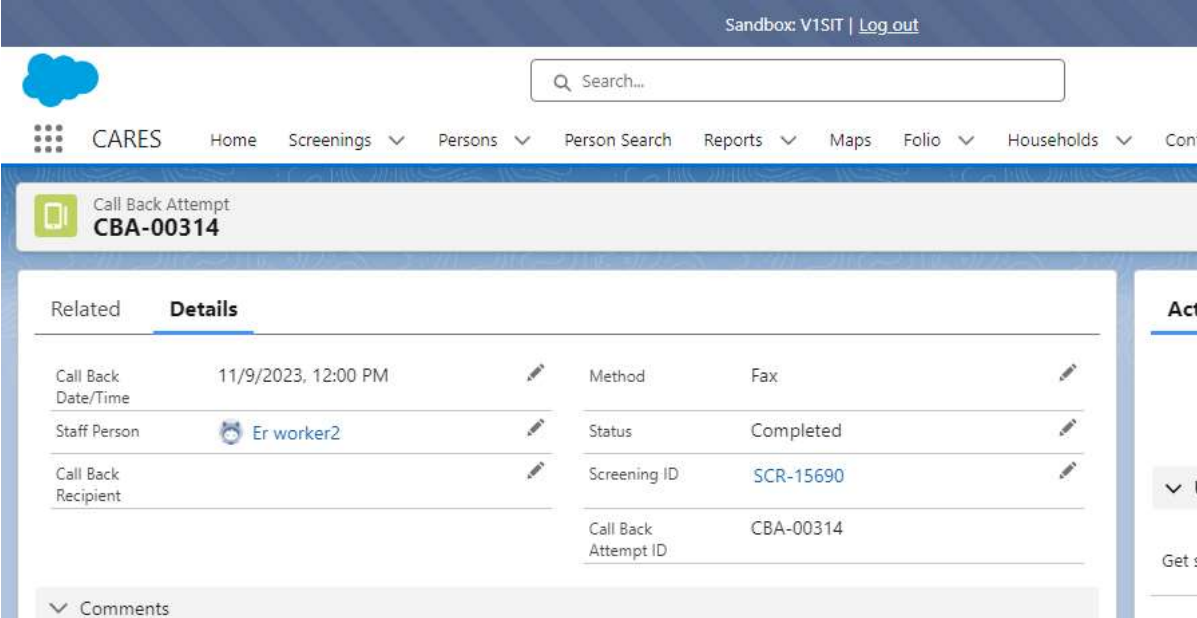
check_circle	6:49:51 AM	i wait for 5 seconds
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check_circle	6:50:02 AM	i click first Call Back Attempt ID from related Call Back Attempts table of Call Back Attempts page
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check_circle	6:50:05 AM	i verify 'Edit Staff Person' button is present on page
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StatusTimestamp Details

Screenshot



check\_circle 6:50:05 AM

check\_circle 6:50:10 AM i wait for 5 seconds

check\_circle cancel cancel error warning redo clear

Dashboard

Tests  
1  
Steps  
0  
Start  
Dec 22, 2023 06:43:29  
End  
Dec 22, 2023 06:50:12  
Time Taken  
0h 6m 42s+411ms  
Environment

Name	Value
OS Name	Windows Server 2019
User Name	himanshu.vyas
Host Name	WSAMZN-PU96AI5C