

TC003

Create Incident

1. Navigate to the service now instance
2. Login to the application
3. User should see the filter navigator text box
4. Type incident in the navigator text box
5. User should see the Create New
6. Click on the Create New
7. Verify the Number text box has already an incident number
8. Incident number should starts with INC
9. Save the incident number to use later
10. Fill only the mandatory field
 - Click on the search icon
 - User should see the new window
 - User should see the search field
 - Type Abel Tuter in the search field
 - Click on the Abel Tuter from the search results
 - Popup should be closed
11. Enter the short description (some random text)
12. Click on the submit button
13. User should create a Incident
14. Confirm an incident is created
15. User should see the search field
16. Search with the incident number (data from step 9)
17. Short description should be visible with the data passed in step 11
18. Verfiy the title contains Incidents
19. Logout the application