Test Case Name: Create and verify a New Case in Chatter

Objective: Ensure that a newly created case is accurately created and visible in the Chatter feed.

User Credentials:

Username: hari.radhakrishnan@qeagle.com

Password: Leaf$1234

Steps & Expected Results:

1. **Step:** Launch the *browser* (Chrome / Edge / Firefox / Safari).
   Expected Result: User should see the respective browser getting launched.
2. **Step:** Load the specified *URL* (https://login.salesforce.com/).
   Expected Result: The Salesforce application's login window should appear.
3. **Step:** Enter the *Username*, *Password* and click on the *Login* button.
   Expected Result: The user should be logged into Salesforce CRM
4. **Step:** Click on the *App Launcher* toggle button.
   Expected Result: A list of apps should appear.
5. **Step:** Click on the *View All* link.
   Expected Result: The link should direct the user to the App Launcher pop up window.
6. **Step:** Type 'Service' in the search box and click on the *Service* link.
   Expected Result: The link should direct the user to Service dashboard page.
7. **Step:** Navigate to the *Cases* tab from the Service dashboard.
   Expected Result: User should see a list of existing leads (if any) and options to create a new case.
8. **Step:** Click on the *New* button to create a new case.
   Expected Result: A form to input details for the new case should appear.
9. **Step:** Click on the *Search Contacts* input field in Contact Name
   Expected Result: A list menu with *New Contact* link should be displayed.
10. **Step:** Click on the *New Contact* link
    Expected Result: A form to input details for the new contact should appear.
11. **Step:** Fill in all the mandatory fields (*Salutation, First Name, Last Name*) with a valid data.
    Expected Result: All details should be filled in without any errors.
12. **Step:** Click on the *Save* button.
    Expected Result: A new contact should be created and a confirmation message *'Contact was created'* should also be displayed and verified.
13. **Step:** Click *Search Accounts* input field in Account Name and click on the *New Account* link
    Expected Result: A list menu with *New Account* link should appear and a form to input details for the new account should display.
14. **Step:** Fill in all the mandatory fields (*Account Name, Account Number*) with a valid data.
    Expected Result: All details should be filled in without any errors.
15. **Step:** Select the *Rating* dropdown and choose the option '*Hot*'
    Expected Result: A list of different options to choose should be displayed.

16. **Step:** Click on the *Save* button.
    Expected Result: A new account should be created and a confirmation message should also be displayed and verified.
17. **Step:** Select the *Status* dropdown icon and choose the value as *New*.
    Expected Result: A list of values with *New* option should appear.
18. **Step:** Select the *Priority* dropdown icon and choose the value as '*High*'.
    Expected Result: A list of values with '*High*' option should appear.
19. **Step:** Select the *Case Origin* dropdown icon and choose the value as '*Email'*.
    Expected Result: A list of values with '*Email'* option should appear.
20. **Step:** Fill in the *Subject* input field as '*Product Return Request'* and *Description* input field as '*Requesting a return for a defective product'*
    Expected Result: The input fields should be filled with valid data.
21. **Step:** Click on the *Save* button.
    Expected Result: A new case should be created and user should be redirected to the detailed view of the newly created case. A confirmation message should also be displayed and verified.
22. **Step:** Edit the Status under *Details* category and choose the '*Escalated'* option from the dropdown.
    Expected Result: A list of *Status* options to choose '*Escalated'* should appear.
23. **Step:** Click on the *Save* button.
    Expected Result: The Status should be updated under *Details* category.
24. **Step:** Enter a valid data in the *Share an Update* input field and click on the *Share* button.
    Expected Result: The update should appear under *All Updates* category.
25. **Step:** Click on the dropdown icon and choose the *Like on Chatter* option.
    Expected Result: A confirmation message *'Post was liked'* should appear and verify the same.
26. **Step:** Navigate to the *Chatter* tab and verify the post liked by the user.
    Expected Result: The liked post should appear under the *Post* category.