Kayako Sanity Check

Authentication

- **Valid Login**
    1. Log in to the Agent UI at `https://doug-test.kayako.com/agent` using valid credentials.
    2. Confirm that the inbox loads.
- **Invalid Login**
    1. Attempt to log in to the Agent UI at `https://doug-stage.kayako.com/agent` using invalid credentials.
    2. Verify that an error message is displayed and no login occurs.

Email Handling

- **Send an Email with Attachments**
    1. Send an email to `support@doug-stage.kayako.com` with:
        - A PDF attachment.
        - Inline images in the email body.
    2. Log in to the Agent UI at `https://doug-stage.kayako.com/agent`.
    3. Confirm that the email appears in the Conversations list.
    4. Open the email and verify:
        - Attachments can be viewed and downloaded.
        - Inline images are displayed correctly.
        - Metadata (sender, timestamp, subject) is accurate.
    5. If the email is not visible in the main list, check the Suspended Conversations section.

Case Management

- **Create a New Conversation**
    1. Log in to the Agent UI at `https://doug-stage.kayako.com/agent`.
    2. Use the "New" button to start a new conversation.
    3. Confirm that the case appears in the conversation list.
- **Add a Public Reply**
    1. Open or create a new case.
    2. Write text content and include:
        - A PDF attachment.
        - Inline images in the message body.
    3. Confirm that the reply appears in the conversation thread.

    4. Verify that the reply is delivered to the requestor as an email.
    5. Verify that the attached file and inline image is visible to the recipient.

- **Add an Internal Note**
    1. Open an existing case.
    2. Click on “Notes” in the message box to add an internal note.
    3. Write text content and include:
        - A PDF attachment.
        - Inline images in the message body.
    4. Verify that the internal note is visible only in the Agent UI and not sent to the requestor.
- **Update Case**
    1. Open an existing case.
    2. Update custom fields, e.g.: the Product field in `https://doug-stage.kayako.com/`
    3. Change the ticket's tags
    4. Set a new status in the ticket
    5. Save the changes and confirm that updates are reflected in the UI and the conversation.
- **Search Cases**
    1. Use the search bar to look for a specific case title. For example:
        - “in:organizations kayako” - should show organizations containing the name “Kayako”
        - “tag:test status:open” - should list open tickets with the tags containing the word “test”
    2. Verify that relevant search results are displayed.

Knowledge Base / Help Center

- **Add a New Article**
    1. Open `https://doug-stage.kayako.com/agent/knowledgebase` as a valid user.
    2. Verify that a list of articles is shown.
    3. Click on "Create a New Article" to add a new entry.
    4. Provide a title, content, and tags.
    5. Attach a file.
    6. Save the article.
    7. Verify that it is visible at `https://doug-stage.kayako.com`.
- **Edit an Article**
    1. Open `https://doug-stage.kayako.com/` and sign in as a valid user.
    2. Verify that a list of articles is shown.
    3. Open any article and click on the “Edit Article” button.
    4. Change the text and save.
    5. Reload the page and verify that the article contains the updated content.

Triggers

- **Add a New Trigger**
    1. Open https://doug-stage.kayako.com/agent/ as an Admin user.
    2. Access the Administration settings -> Automation -> Triggers
    3. Add a new trigger and configure it. For example:
        - Conditions: Conversations: Subject - contains - your@email.com
        - Actions: Conversations: Tags - add - test-trigger
    4. Add a new ticket matching the conditions and verify that the action is correctly executed.

AI Features

- **Ticket Summarization**
    1. Open the Agent UI and open an existing case.
    2. Click the AI summary button in the text editor.
    3. Verify that a ticket summary is generated and displayed.
    4. Click “Add to Summary” and verify that it is added to the conversation.
- **AI Copilot**
    1. Open the Agent UI and start a new conversation.
    2. Enable the AI autocompletion toggle in the textbox.
    3. Begin typing a response to the ticket. For example: “Hello, “
    4. Verify that the AI Copilot suggests an autocompletion after a few seconds.
    5. Press Tab and verify that the autocompletion is appended to the text.
    6. Write additional text and wait for another suggestion.
    7. Keep typing without accepting the autocompletion and verify that the autocompletion gets rejected.

Reports and Insights

- **View Reports**
    1. Log in to the Agent UI at https://doug-stage.kayako.com/agent.
    2. Navigate to the Insights section and select the “Conversations” report.
    3. Verify that the report is correctly displayed and is populated with data.
- **Create a Custom Report**
    1. Insights -> Custom Reports -> New
    2. Create the report to list all cases with status:New or status:Open
    3. Generate report
    4. Download the report and verify that it displays the expected tickets

API Validation

- **Basic API Checks**

1. Test the health endpoint by running this command on your terminal:

```
None
curl -X GET https://doug-stage.kayako.com/api/v1/health
```

2. Verify that the response status is `200 OK / 400` and shows `true` for `database, database_slave, redis, elastic_search` and `queue` keys:
    - Example Response:

```
None
{
  "status": 400,
  "data": {
      "database": true,
      "database_slave": true,
      "redis": true,
      "elastic_search": true,
      "queue": true,
      "outgoing_mail": false
  },
  "resource": "health",
  "logs": [
      {
          "level": "ERROR",
          "message": "Agent case reply mail(s) pending to send to
SendGrid."
      }
  ]
}
```

3. Validate the `/cases` endpoint by running this command on your terminal:

```
None
curl -X GET https://doug-stage.kayako.com/api/v1/cases.json
--user 'your_email:your_password'
```

4. Ensure the response contains valid ticket data.

- Example Response:

```
None
{
  "status": 200,
  "data": [
      {
          "id": 304,
          "subject": "Test Samuel",
          "status": { "id": 1, "resource_type": "case_status" },
          "requester": { "id": 44, "resource_type": "user" },
          "created_at": "2025-01-15T12:11:42+00:00"
      }
  ],
  "total_count": 167,
  "next_url":
"https://doug-stage.kayako.com/api/v1/cases.json?offset=10"
}
```

5. Confirm `"status": 200` and validate attributes like `id`, `subject`, `status`, `requester`, and timestamps to ensure correctness.

Kayako Messenger

- Open the helpcenter page https://doug-stage.kayako.com/ as a valid customer user.
- Create a new conversation through the messenger icon on the bottom right.
- Open https://doug-stage.kayako.com/agent/conversations/view/1 as a valid agent in another tab and confirm that the conversation is created and it appears in the conversations list.
- Open the conversation and verify
    - The message content.
    - Metadata (sender, timestamp, channel, subject) is accurate.
- Reply in this conversation from the Agent UI by selecting the `messenger` channel.
- Verify on the customer helpcenter page, the message appears in the messenger.
- Reply in this conversation again from the Agent UI selecting `email` channel with
    - A PDF attachment.
    - Inline images in the email body.
- Verify on the customer helpcenter page, the message appears in the messenger with
    - Attachments can be viewed and downloaded.
    - Inline images are displayed correctly.