

# Chatbot Validation Testing

Beginning			
#	Task	Validation	Comments
1	When opening the Chatbot, it begins with a "Welcome message", and explains its purpose	Y	
2	Decision: "Would you like us to answer your questions about COVID-19 in Victoria today?"  Clicking "Yes" leads to "What would you like to know about COVID-19 in Victoria?"*	Y	
3	Decision: "Would you like us to answer your questions about COVID-19 in Victoria today?"  Clicking "No" leads to "Goodbye Message" and Chatbot closes	Y	
4	*"What would you like to know about COVID-19 in Victoria?"  The available answer options are: <ul style="list-style-type: none"> <li>• Cases</li> <li>• Staying safe</li> <li>• Business</li> <li>• Health service and professionals</li> <li>• Service providers</li> <li>• Help</li> <li>• No question</li> </ul>		<ul style="list-style-type: none"> <li>• Remove "Other Questions"</li> <li>• 'Cases' was changed to 'Restrictions'</li> </ul> [Fixed]

Restrictions			
#	Task	Validation	Comments
1	Clicking on cases shows the following categories: <ul style="list-style-type: none"> <li>• Leaving the house</li> <li>• How far can I travel</li> <li>• Exercises</li> <li>• Rule for masks</li> <li>• My region included</li> <li>• Having visitors</li> <li>• Services open</li> </ul>	Y	<ul style="list-style-type: none"> <li>• Question and answers are not consistent</li> </ul> [Fixed]
2	Select 'Leaving the house' shows a relevant and reasonably detailed answer	Y	<ul style="list-style-type: none"> <li>• Question and answer are not really consistent</li> </ul> [Fixed]
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
3	Selecting 'How far can I travel' shows a relevant and reasonably detailed answer	Y	<ul style="list-style-type: none"> <li>• Cases should be changed to</li> </ul>

			'Rules and Restrictions' [Fixed]
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
4	Selecting 'Exercises' shows a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
5	Selecting 'Rule for masks' shows a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
6	Selecting 'having visitors' shows a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
7	Selecting 'services open' shows a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	

Staying Safe			
#	Task	Validation	Comments
1	Clicking on 'Staying Safe' shows the following categories: <ul style="list-style-type: none"> <li>• Best for student</li> <li>• Best for worker</li> <li>• Best for the elderly</li> <li>• Best for business</li> <li>• Best for reporter</li> <li>• Can I leave Melbourne</li> <li>• Dine in restaurant</li> <li>• Are shops open</li> </ul>	Y	Some questions to consider: <ul style="list-style-type: none"> <li>• Social distancing</li> <li>• Resources – COVID Hotline and Mental Health</li> <li>• Wearing face masks</li> <li>• Only going out when necessary</li> <li>• Keeping up to date with the news</li> </ul> [Fixed]

2	Selecting 'Best for student' shows a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
3	Selecting 'Best for worker' shows a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
4	Select 'Best for elderly' shows a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
5	Selecting 'Best for Business' shows a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
6	Selecting 'Best for reporter' shows a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
7	Selecting 'dine in restaurant' shows a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
8	Selecting 'Are shops open' shows a relevant and reasonably detailed answer		
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
9	Selecting 'Dine in restaurant' shows a relevant and reasonably detailed answer		
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	

Business			
#	Task	Validation	Comments
1	Clicking on business shows the following categories: <ul style="list-style-type: none"> <li>Restrictions</li> <li>Preventing infection</li> <li>Confirmed cases</li> </ul>	Y	
2	Selecting 'Restrictions' shows the following options: <ul style="list-style-type: none"> <li>Roadmap</li> </ul>		<ul style="list-style-type: none"> <li>This row is redundant</li> </ul>
3	'Roadmap' provides a relevant and reasonably detailed answer	N	<ul style="list-style-type: none"> <li>User Testing shows that this answer needs more detail</li> </ul>
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
4	Selecting 'Preventing infection in the workplace' shows the following options: <ul style="list-style-type: none"> <li>Reducing spread</li> <li>Face coverings</li> <li>Physical distancing</li> <li>Cleaning and disinfection</li> <li>PPE</li> <li>High-risk workplaces</li> <li>COVIDSafe Plan</li> <li>Face mask exceptions</li> </ul>	Y	
5	'Reducing spread' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
6	'Face coverings' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
7	'Physical distancing' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	

8	'Cleaning and disinfection' provide a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
9	'PPE' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
10	'High-risk workplaces' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
11	'COVIDSafe Plan' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
12	'Lawful exceptions' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
13	Selecting 'Dealing with confirmed cases in the workplace' shows the following options: <ul style="list-style-type: none"> <li>• Positive cases</li> <li>• Risk assessment</li> <li>• Notifying the department</li> </ul>	Y	
14	'Positive cases' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
15	'Risk assessment' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
16	'Notifying the department' provides a relevant and reasonably detailed answer	Y	
	'Next Question'	Y	

	Yes brings user back to 'What question would you like me to answer'		
	No brings user to 'Goodbye message'		

General information about Coronavirus			
#	Task	Validation	Comments
1	Clicking on 'Health Professionals' shows the following categories: <ul style="list-style-type: none"> <li>About coronavirus</li> <li>Testing criteria</li> </ul>	Y	
2	Selecting 'About coronavirus' shows the following options: <ul style="list-style-type: none"> <li>Infective Agent</li> <li>Transmission</li> <li>Infectious</li> <li>Reinfection</li> </ul>	Y	
3	'Infective agent' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
4	'Transmission' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
5	'Infectious' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
6	'Reinfection' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
7	Selecting 'Testing Criteria' shows the following options: <ul style="list-style-type: none"> <li>The criteria</li> <li>Testing children</li> <li>Testing locations</li> </ul>	Y	

	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
8	'The criteria' and 'Testing children' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
9	'Testing locations' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	

Service Providers			
#	Task	Validation	Comments
1	Clicking on 'Service Providers' shows the following categories: <ul style="list-style-type: none"> <li>Aged Care</li> </ul>	Y	
2	Selecting 'Aged Care' shows the following options: <ul style="list-style-type: none"> <li>Aged Care Plan</li> <li>Visitors</li> <li>Visitor restrictions</li> <li>Outbreaks</li> <li>Maintaining safety</li> </ul>	Y	
3	'Aged Care Plan' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
4	'Visitors' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
5	'Visitor restrictions' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	
6	'Outbreaks' provides a relevant and reasonably detailed answer	Y	
	'Next Question'	Y	

	Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'		
7	'Maintaining safety' provides a relevant and reasonably detailed answer	Y	
	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	

COVID-19 Help Services			
#	Task	Validation	Comments
1	Clicking on 'COVID-19 Help Services' outputs resources with relevant links and/or telephone numbers.	Y	
2	'Next Question' Yes brings user back to 'What question would you like me to answer' No brings user to 'Goodbye message'	Y	

Ending			
#	Task	Validation	Comments
1	"Great! What would you like to find out about today?"  Clicking 'No question' goes to 'Goodbye Message'	Y	
2	"Did you have any more questions for me today?"  Clicking 'No' goes to 'Goodbye Message'	Y	
3	'Goodbye message' says goodbye to user, and provides user with an option to restart the Chatbot	Y	
4	Clicking restart asks user 'Would you like me to answer your question(s) today?'	Y	



# RSS Feed Validation Testing

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#	Task	Validation	Comments
1	When loading the RSS Feed page, the RSS interface loads with correct colors and layout	Y	
2	The RSS Feed displays the latest tweets from @VicGovDHHS	Y	
3	The RSS Feed displays the latest tweets from @VicGovDHHS	Y	