Test Plan

1. Introduction

- Objective: The purpose of this test plan is to ensure that the chatbot integration project meets its functional and non-functional requirements and performs reliably on different messaging platforms.

- Scope: This test plan covers functional testing, integration testing, and user acceptance testing (UAT) for the chatbot integration project.

2. Objectives

- Functional Testing: To verify that the chatbot provides accurate and contextually relevant responses to user inputs.

- Integration Testing: To ensure seamless integration with selected messaging platforms (e.g., WhatsApp, SMS, LinkedIn).

- User Acceptance Testing (UAT): To evaluate the chatbot's performance and user experience under real-world scenarios.

3. Test Cases

- Functional Testing: List test cases that validate the chatbot's responses for different user inputs. Include sample user messages and expected bot responses.

- Integration Testing: Detail test cases for each messaging platform integration, ensuring correct message handling and platform-specific functionality.

- User Acceptance Testing (UAT): Define UAT scenarios and success criteria to simulate real user interactions and validate the chatbot's performance.

4. Testing Types

- Functional Testing: Verify that the chatbot's responses match expected behavior.

- Integration Testing: Ensure that the chatbot works seamlessly with each messaging platform.

- User Acceptance Testing (UAT): Engage real users to test the chatbot's functionality and user experience.

5. Test Data

- Functional Testing: Specify test data, including sample user messages and expected responses.

- Integration Testing: Provide platform-specific test data for each messaging platform.

- User Acceptance Testing (UAT): Prepare test scenarios with real or simulated user inputs.

6. Test Schedule

- Functional Testing: Conduct functional tests during weeks [specify dates].

- Integration Testing: Perform integration tests on [specify dates].

- User Acceptance Testing (UAT): UAT to be conducted from [start date] to [end date].

7. Test Environment

- Functional Testing: Use the development environment for initial testing.

- Integration Testing: Testing platforms will include [list platforms].

- User Acceptance Testing (UAT): Real-world usage environment.

8. Roles and Responsibilities

- Functional Testing: [List names and roles]

- Integration Testing: [List names and roles]

- User Acceptance Testing (UAT): [List names and roles]

9. Test Execution

- Functional Testing: Tests will be executed manually by designated testers.

- Integration Testing: Automated testing for platform-specific integrations. Manual validation for cross-platform interactions.

- User Acceptance Testing (UAT): Real users will perform UAT in real-world scenarios.

10. Defect Management

- Functional Testing: Report defects using [defect tracking tool], categorize them, and assign priority.

- Integration Testing: Follow the same defect management process as functional testing.

- User Acceptance Testing (UAT): Report defects directly to the project team and categorize them.

11. Performance Testing

- If applicable, specify performance testing methods, including load testing and response time measurement.

- Set performance benchmarks or requirements.