Date	18 November 2022
Team ID	PNT2022TMID30161
Project Name	Project - AI Based Discourse For Banking Industry
Maximum Marks	10 Marks

TEST CASE REPORT

Test case ID	Feature Type	Component	Test Scenario	Pre-Requisite	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	TC for Automation (Y/N)	BUG ID	Executed By
BankingBot_TC_001	UI	Home Page	Verify that the user can access the bot.	-	1.Enter URL and click go 2.Click on Chatbot Icon 3.Verify chatbot preview is displayed or not.	URL Link	Bot preview should be displayed.	Working as expected	Pass	Steps are not clear to follow	N	-	Megala M S
BankingBot _TC_002	Functional	Bot Preview	Verify the user and the bot can communicate.	-	1.Click on the Chatbot icon 2.Type Query in the message bar.	User Query	User should interact with the chatbot easily.	Working as expected	Pass	Steps are not clear to follow	N	-	Bhadrinath P S
BankingBot _TC_003	Functional	Bot Preview	Verify how soon and accurately the bot responds.	-	1. Click on the Chatbot icon 2. Type Query in the message bar. 3.Press Enter	User Query	Chatbot should provide timely and accurate responses.	Working as expected	Pass	Steps are not clear to follow	N	-	Karthiban M J
BankingBot _TC_004	Functional	Bot Preview	Verify whether the bot can offer options for the user to choose varies choices.	-	1. Click on the Chatbot icon 2. Type Query in the message bar. 3.Press Enter. 4. Select the desired actions.	User Query	Chatbot should able to provides options to select.	Working as expected	Pass	Steps are not clear to follow	N	-	Bhavatharani C
BankingBot_TC_001	Functional	Bot Preview	Verify the user can able to choose the type of savings account.	-	1. Click on the Chatbot icon 2. Type savings account in the message bar. 3.Press Enter. 4. Select the desired actions.	User Query	Chatbot should provide the desired options in Savings account.	Working as expected	Pass	Steps are not clear to follow	N	-	Megala M S

BankingBot_TC_002	Functional	Bot Preview	Verify the user is able to know the process to create the selected type.	-	1. Click on the Chatbot icon 2. Type savings account in the message bar. 3.Press Enter. 4. Select the desired actions. 5. Process will be displayed.	User Query	Chatbot should display the process on the selected option.	Working as expected	Pass	Steps are not clear to follow	N	-	Megala M S
BankingBot_TC_001	Functional	Bot Preview	Verify user is able to select the type of company.	-	1. Click on the Chatbot icon 2. Type current account in the message bar. 3.Press Enter. 4. Select the desired actions.	User Query	Chatbot should provide the desired options in Current account.	Working as expected	Pass	Steps are not clear to follow	N	-	Karthiban M J
BankingBot_TC_002	Functional	Bot Preview	Verify user is able to know the process to create the selected type.	-	1. Click on the Chatbot icon 2. Type current account in the message bar. 3.Press Enter. 4. Select the desired actions. 5. Process will be displayed.	User Query	Chatbot should display the process on the selected option.	Working as expected	Pass	Steps are not clear to follow	N	-	Karthiban M J
BankingBot_TC_001	Functional	Bot Preview	Verify user is able to choose options for selecting type of loan policies.	-	1. Click on the Chatbot icon 2. Type loan account in the message bar. 3.Press Enter. 4. Select the desired actions.	User Query	Chatbot should provide the desired options in loan account.	Working as expected	Pass	Steps are not clear to follow	N	-	Bhavatharani C
BankingBot_TC_002	Functional	Bot Preview	Verify user is able to know the process to create the selected type.	-	1. Click on the Chatbot icon 2. Type loan account in the message bar. 3.Press Enter. 4. Select the desired actions. 5. Process will be displayed.	User Query	Chatbot should display the process on the selected option.	Working as expected	Pass	Steps are not clear to follow	N	-	Bhavatharani C
BankingBot_TC_003	Functional	Bot Preview	Verify user is able to access Loan FAQ's	-	1. Click on the Chatbot icon 2. Type loan queries in the message bar. 3.Press Enter. 4. Select the desired actions.	User Query	Chatbot should display the loan FAQ's .	Working as expected	Pass	Steps are not clear to follow	N	-	Bhavatharani C

BankingBot_TC_004	Functional	Bot Preview	Verify user is able to view fresh updates on Loan	-	1. Click on the Chatbot icon 2. Type loan updates in the message bar. 3.Press Enter. 4. Select the desired actions.	User Query	Chatbot should display the posters on loan updates.	Working as expected	Pass	Steps are not clear to follow	N	-	Bhavatharani C
BankingBot_TC_001	Functional	Bot Preview	Verify user is able to know about bank working days	-	1. Click on the Chatbot icon 2. Type bank working days in the message bar. 3.Press Enter.	User Query	Chatbot should display the information on the selected option.	Working as expected	Pass	Steps are not clear to follow	N	-	Bhadrinath P S
BankingBot_TC_002	Functional	Bot Preview	Verify user is able to know about list of branches	-	1. Click on the Chatbot icon 2. Type list of branches in the message bar. 3.Press Enter.	User Query	The Chatbot should take the user to Google Maps to view a list of branches.	Working as expected	Pass	Steps are not clear to follow	N	-	Bhadrinath P S
BankingBot_TC_003	Functional	Bot Preview	Verify user is able to find the nearest branch	-	1. Click on the Chatbot icon 2. Type the nearest branch in the message bar. 3.Press Enter.	User Query	The Chatbot should take the user to Google Maps to view the banks near me.	Working as expected	Pass	Steps are not clear to follow	N	-	Bhadrinath P S
BankingBot_TC_004	functional	Bot Preview	Verify user is able to know about storage locker facility	-	1. Click on the Chatbot icon 2. Type storage locker facility in the message bar. 3.Press Enter.	User Query	The Chatbot should take the user to Google Maps to view the storage locker facility.	Working as expected	Pass	Steps are not clear to follow	N	-	Bhadrinath P S
BankingBot_TC_005	functional	Bot Preview	Verify user is able to know about currency conversion facility	-	1. Click on the Chatbot icon 2. Type currency conversion facility in the message bar. 3.Press Enter.	User Query	The Chatbot should display the desired information.	Working as expected	Pass	Steps are not clear to follow	N	-	Bhadrinath P S
BankingBot_TC_001	functional	Bot Preview	Verify user is able to know about Net Banking Registration	-	1. Click on the Chatbot icon 2. Type Net Banking Registration in the message bar. 3.Press Enter.	User Query	The Chatbot should display the desired information	Working as expected	Pass	Steps are not clear to follow	N	-	Bhavatharani C

Test Case ID	Type	Module	Description		Steps	Test Data	Expected Result	Actual Result	Status	Comments			Tester
BankingBot_TC_002	functional	Bot Preview	Verify user is able to know about Net Banking Charges	-	1. Click on the Chatbot icon 2. Type Net Banking Charges in the message bar. 3.Press Enter.	User Query	The Chatbot should display the desired information	Working as expected	Pass	Steps are not clear to follow	N	-	Bhavatharani C
BankingBot_TC_003	functional	Bot Preview	Verify user is able to know about Net Banking Features	-	1. Click on the Chatbot icon 2. Type Net Banking Features in the message bar. 3.Press Enter.	User Query	The Chatbot should display the desired information	Working as expected	Pass	Steps are not clear to follow	N	-	Bhavatharani C
BankingBot_TC_004	functional	Bot Preview	Verify user is able to know about Facing errors in Net Banking.	-	1. Click on the Chatbot icon 2. Type Facing errors in Net Banking in the message bar. 3.Press Enter.	User Query	The Chatbot should display the desired information	Working as expected	Pass	Steps are not clear to follow	N	-	Bhavatharani C
BankingBot_TC_001	functional	Bot Preview	Verify user is able to know about Documents Required.	-	1. Click on the Chatbot icon 2. Type Documents Required in the message bar. 3.Press Enter.	User Query	The Chatbot should display the desired information	Working as expected	Pass	Steps are not clear to follow	N	-	Bhadrinath P S
BankingBot_TC_002	functional	Bot Preview	Verify user is able to know about Eligibility Criteria.	-	1. Click on the Chatbot icon 2. Type Eligibility Criteria in the message bar. 3.Press Enter.	User Query	The Chatbot should display the desired information	Working as expected	Pass	Steps are not clear to follow	N	-	Bhadrinath P S
BankingBot_TC_003	functional	Bot Preview	Verify user is able to know about Benefits.	-	1. Click on the Chatbot icon 2. Type Benefits in the message bar. 3.Press Enter.	User Query	The Chatbot should display the desired information	Working as expected	Pass	Steps are not clear to follow	N	-	Bhadrinath P S
BankingBot_TC_004	functional	Bot Preview	Verify user is able to know about Deactivating the cards.	-	1. Click on the Chatbot icon 2. Type Deactivating the cards in the message bar. 3.Press Enter.	User Query	The Chatbot should display the desired information	Working as expected	Pass	Steps are not clear to follow	N	-	Bhadrinath P S
BankingBot_TC_001	functional	Bot Preview	Verify user is able to give Ratings on the bot.	-	1. Click on the Chatbot icon 2. Type Ratings in the message bar. 3.Press Enter.	User Query	The Chatbot should display the desired information	Working as expected	Pass	Steps are not clear to follow	N	-	Bhavatharani C