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
Chatbot_TC_OO1	UI	Home Page	Verify user is able to open and view chatbot UI	None	1. Enter URL and click go 2. Click on chatbot icon 3.Verify chatbot UI displayed or not	URL link	Chatbot UI is able to be viewed by user	Working as expected	Pass	-	N	-	M.GEETHA
Chatbot_TC_OO2	Functional	Home Page	Verify user is able to interact with chatbot or not	Chatbot is accessible	1.Click on chatbot icon 2.Type the query in the chat window	User query	User is able to interact with chatbot easily	Working as expected	Pass	-	N	-	R.ISHWARYA
Chatbot_TC_OO3	Functional	Home page	Verify chatbot is able to respond to user queries immediately	Chatbot is accessible	1.Click on chatbot icon 2. Type the query in the chat window 3. Press enter	User query	Chatbot is able to provide instant replies for user queries	Working as expected	Pass	-	N	-	V.KEERTHIGA
Chatbot_TC_OO4	Functional	Home page	Verify chatbot is able to provide options for user to choose various choices	Chatbot is accessible	1.Click on chatbot icon 2. Type the query in the chat window 3. Press enter	User query	Chatbot is able to provide options for user to choose various choices	Working as expected	Pass	-	N	-	KRISHNA KUMAR
Savings_TC_OO1	UI	Chatbot	Verify user is able to select type of savings account	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to select type of savings account	Working as expected	Pass	-	N	-	M.GEETHA
Savings_TC_OO2	Functional	Chatbot	Verify user is able to know the procedure to create savings account for selected type	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to know the steps to create savings account for selected type	Working as expected	Pass	-	N	-	R.ISHWARYA
Savings_TC_OO3	Functional	Chatbot	Verify user is check the minimum balance	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to check the minimum balance	Working as expected	Pass	-	N	-	V.KEERTHIGA
Savings_TC_OO4	Functional	Chatbot	Verify user is able to find interest rate	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to find interest rate	Working as expected	Pass	-	N	-	KRISHNA KUMAR
Current_TC_OO1	UI	Chatbot	Verify user is able to select type of company	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to select type of company	Working as expected	Pass	-	N	-	M.GEETHA
Current_TC_OO2	Functional	Chatbot	Verify user is able to know the procedure to create current account for selected type	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to know the steps to create current account for selected type	Working as expected	Pass	-	N	-	R.ISHWARYA
Current_TC_OO3	Functional	Chatbot	Verify user is able to know about zero balance current account	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to know about zero balance current account	Working as expected	Pass	-	N	-	V.KEERTHIGA
Current_TC_OO4	Functional	Chatbot	Verify user is able to know the procedure to close current account	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to know the procedure to close current account	Working as expected	Pass	-	N	-	KRISHNA KUMAR
Loan_TC_OO1	UI	Chatbot	Verify user is able to choose options for selecting type of available loan policies	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to choose options to select type of available loan policies	Working as expected	Pass	-	N	-	M.GEETHA
Loan_TC_OO2	Functional	Chatbot	Verify user is able to know about available loan amounts	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is to know about available loan amounts	Working as expected	Pass	-	N	-	R.ISHWARYA
Loan_TC_OO3	Functional	Chatbot	Verify user is able to check the loan status	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to check the loan status	Working as expected	Pass	-	N	-	V.KEERTHIGA
Loan_TC_OO4	Functional	Chatbot	Verify user is able to know about joint loan	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to know about joint loan	Working as expected	Pass	-	N	-	KRISHNA KUMAR
General_TC_OO1	Functional	Chatbot	Verify user is able to know about bank working days	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to know about bank working days	Working as expected	Pass	-	N	-	M.GEETHA
General_TC_OO2	Functional	Chatbot	Verify user is able to know about list of branches	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to know about list of branches	Working as expected	Pass	-	N	-	R.ISHWARYA
General_TC_OO3	Functional	Chatbot	Verify user is able to find the nearest branch	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to find the nearest branch	Working as expected	Pass	-	N	-	KRISHNA KUMAR
General_TC_OO4	Functional	Chatbot	Verify user is able to know about storage locker facility	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to know about storage locker facility	Working as expected	Pass	-	N	-	V.KEERTHIGA
General_TC_OO5	Functional	Chatbot	Verify user is able to know about currency conversion facility	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to know about currency conversion facility	Working as expected	Pass	-	N	-	M.GEETHA
Netbank_TC_OO1	Functional	Chatbot	Verify user is able to know the procedure to login netbanking account	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to know the steps to login netbanking account	Working as expected	Pass	-	N	-	R.ISHWARYA
Netbank_TC_OO2	Functional	Chatbot	Verify user is able to know the procedure to change netbanking password	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to know the steps to change netbanking password	Working as expected	Pass	-	N	-	V.KEERTHIGA
Netbank_TC_OO3	UI	Chatbot	Verify user is able to choose options for selecting type of fund transfers	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to choose options for selecting type of fund transfers	Working as expected	Pass	-	N	-	KRISHNA KUMAR
Netbank_TC_OO4	Functional	Chatbot	Verify user is able to know about daily transaction limit	Chatbot is accessible	1. Click on chatbot icon 2. Type the query in the chat window 3. Press enter 4. Select the desired option	User query	User is able to know about daily transaction limit	Working as expected	Pass	-	N	-	M.GEETHA