

TESTCASES REPORT

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| TEAM ID | PNT2022TMID06863 |
| TITLE | AI BASED DISCOURSE FOR BANKING INDUSTRY |
| DATE | 18 – NOV - 2022 |

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| | Test Scenarios | |
| 1 | Verify user is able to see the chatbot icon when website is launched | |
| 2 | Verify the UI elements in chatbot icon popup | |
| 3 | Verify user is able to see the greeting from chatbot "Hi! I'm a Banking Bot. How can I help you today? Banking Enquiry Loan" | |
| 4 | Verify user is able to type query in text field. | |
| 5 | Verify user is able to get the response from chatbot | |
| 6 | Verify user whether get the response if the user enter the wrong query also | |
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| | Search | |
| 1 | ChatBot icon should display. | |
| 2 | After 30 seconds Information about chatbot popup displayed | |
| 3 | User should see the greeting message from chatbot | |
| 4 | User able to type the query in text field. | |
| 5 | Users get the response from chatbot. | |
| 6 | Kindly reach out to our customer care executive. Contact Us @9999xxx999 | |
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