

Test case ID	Feature Type	Component	Test Scenario	Pre-Requisite	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	TC Automation(Y/N)	for	BUG ID	Executed By
Chatbot_TC_O01	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	-	-	Shareen Banu
Chatbot_TC_O02	Functional	Home Page	Verify user is able to interact with chatbot or not	Chatbot 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	-	-	Akilandeswari J
Chatbot_TC_O03	Functional	Home page	Verify chatbot is able to respond to user queries immediately	Chatbot 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	-	-	Swetha
Chatbot_TC_O04	Functional	Home page	Verify chatbot is able to provide options for user to choose various choices	Chatbot 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	-	-	Sivaranjani
Savings_TC_O01	UI	Chatbot	Verify user is able to select type of savings account	Chatbot 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	-	-	Shareen Banu
Savings_TC_O02	Functional	Chatbot	Verify user is able to know the procedure to create savings account for selected type	Chatbot 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	-	-	Swetha
Savings_TC_O03	Functional	Chatbot	Verify user is check the minimum balance	Chatbot 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	-	-	Sivaranjani P
Savings_TC_O04	Functional	Chatbot	Verify user is able to find interest rate	Chatbot 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	-	-	Akilandeswari J
Current_TC_O01	UI	Chatbot	Verify user is able to select type of company	Chatbot 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	-	-	Shareen Banu
Current_TC_O02	Functional	Chatbot	Verify user is able to know the procedure to create current account for selected type	Chatbot 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	-	-	Swetha
Current_TC_O03	Functional	Chatbot	Verify user is able to know about zero balance current account	Chatbot 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	-	-	Akilandeswari J
Current_TC_O04	Functional	Chatbot	Verify user is able to know the procedure to close current account	Chatbot 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	-	-	Swetha
Loan_TC_O01	UI	Chatbot	Verify user is able to choose options for selecting type of available loan policies	Chatbot 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	-	-	Shareen Banu
Loan_TC_O02	Functional	Chatbot	Verify user is able to know about available loan amounts	Chatbot 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 available loan amounts	Working as expected	Pass	-	N	-	-	Shareen Banu
Loan_TC_O03	Functional	Chatbot	Verify user is able to check the loans status	Chatbot 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	-	-	Akilandeswari J
Loan_TC_O04	Functional	Chatbot	Verify user is able to know about joint loan	Chatbot 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	-	-	Swetha
General_TC_O01	Functional	Chatbot	Verify user is able to know about bank working days	Chatbot 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	-	-	Sivaranjani
General_TC_O02	Functional	Chatbot	Verify user is able to know about list of branches	Chatbot 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	-	-	Shareen Banu
General_TC_O03	Functional	Chatbot	Verify user is able to find the nearest branch	Chatbot 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	-	-	Swetha
General_TC_O04	Functional	Chatbot	Verify user is able to know about storage locker facility	Chatbot 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	-	-	Akilandeswari
General_TC_O05	Functional	Chatbot	Verify user is able to know about currency conversion facility	Chatbot 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	-	-	Shareen Banu
Netbank_TC_O01	Functional	Chatbot	Verify user is able to know the procedure to login netbanking account	Chatbot 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	-	-	Swetha
Netbank_TC_O02	Functional	Chatbot	Verify user is able to know the procedure to change netbanking password	Chatbot 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	-	-	Shareen Banu

Netbank_TC_003	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	-	Akilandeswari J
Netbank_TC_004	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	-	Shareen Banu