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| **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  User query User query  User query | Chatbot UI is able to be viewed by user | Working as expected | Pass | - | N | - | D.Rajasimha Reddy |
| 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 is able to interact with chatbot easily | Working as expected | Pass | - | N | - | B.Sai Brahma Reddy |
| 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 | Chatbot is able to provide instant replies for user queries | Working as expected | Pass | - | N | - | G.Chanukya |
| 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 | Chatbot is able to provide options for user to choose various choices | Working as expected | Pass | - | N | - | N.Haneesh Baba |
| 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 | - | D.Rajasimha Reddy |
| 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 | - | D.Rajasimha Reddy |
| 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 | - | D.Rajasimha Reddy |
| 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 | - | B.Sai Brahma Reddy |
| 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 | - | B.Sai Brahma Reddy |
| 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 | - | B.Sai Brahma Reddy |
| 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 | - | G.Chanukya |
| 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 | - | G.Chanukya |
| 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 | - | G.Chanukya |
| 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 able to know about available loan amounts | Working as expected | Pass | - | N | - | D.Rajasimha Reddy |
| 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 | - | D.Rajasimha Reddy |
| 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 | - | D.Rajasimha Reddy |
| 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 | - | D.Rajasimha Reddy |
| 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 | - | D.Rajasimha Reddy |
| 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 | - | D.Rajasimha Reddy |
| 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 | - | D.Rajasimha Reddy |
| 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 | - | D.Rajasimha Reddy |
| 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 | - | D.Rajasimha Reddy |
| 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 | - | D.Rajasimha Reddy |
| 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 | - | D.Rajasimha Reddy |
| 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 | - | D.Rajasimha Reddy |