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| Date          | 18 November 2022                                  |
| Team ID       | PNT2022TMID44248                                  |
| 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<br>2. Click on Chatbot Icon<br>3. Verify chatbot preview is displayed or not.                          | URL Link   | Bot preview should be displayed.                               | Working as expected | Pass   | Steps are clear to follow | N                       | -      | Manibalan V     |
| BankingBot_TC_002 | Functional   | Bot Preview | Verify the user and the bot can communicate.                                    | -             | 1. Click on the Chatbot icon<br>2. Type Query in the message bar.                                                                | User Query | User should interact with the chatbot easily.                  | Working as expected | Pass   | Steps are clear to follow | N                       | -      | Barathkumar S   |
| BankingBot_TC_003 | Functional   | Bot Preview | Verify how soon and accurately the bot responds.                                | -             | 1. Click on the Chatbot icon<br>2. Type Query in the message bar.<br>3. Press Enter                                              | User Query | Chatbot should provide timely and accurate responses.          | Working as expected | Pass   | Steps are clear to follow | N                       | -      | Prabakar P      |
| 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<br>2. Type Query in the message bar.<br>3. Press Enter.<br>4. Select the desired actions.           | User Query | Chatbot should able to provides options to select.             | Working as expected | Pass   | Steps are clear to follow | N                       | -      | Gokulakanna n K |
| BankingBot_TC_001 | Functional   | Bot Preview | Verify the user can able to choose the type of savings account.                 | -             | 1. Click on the Chatbot icon<br>2. Type savings account in the message bar.<br>3. Press Enter.<br>4. Select the desired actions. | User Query | Chatbot should provide the desired options in Savings account. | Working as expected | Pass   | Steps are clear to follow | N                       | -      | Anath Kumar C   |

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| 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<br>2. Type savings account in the message bar.<br>3.Press Enter.<br>4. Select the desired actions.<br>5. Process will be displayed. | User Query | Chatbot should display the process on the selected option.     | Working as expected | Pass | Steps are clear to follow | N | - | Manibalan V    |
| BankingBot_TC_001 | Functional | Bot Preview | Verify user is able to select the type of company.                         | - | 1. Click on the Chatbot icon<br>2. Type current account in the message bar.<br>3.Press Enter.<br>4. Select the desired actions.                                  | User Query | Chatbot should provide the desired options in Current account. | Working as expected | Pass | Steps are clear to follow | N | - | Barathkumar S  |
| 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<br>2. Type current account in the message bar.<br>3.Press Enter.<br>4. Select the desired actions.<br>5. Process will be displayed. | User Query | Chatbot should display the process on the selected option.     | Working as expected | Pass | Steps are clear to follow | N | - | Prabakar P     |
| 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<br>2. Type loan account in the message bar.<br>3.Press Enter.<br>4. Select the desired actions.                                     | User Query | Chatbot should provide the desired options in loan account.    | Working as expected | Pass | Steps are clear to follow | N | - | Gokulakannan K |
| 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<br>2. Type loan account in the message bar.<br>3.Press Enter.<br>4. Select the desired actions.<br>5. Process will be displayed.    | User Query | Chatbot should display the process on the selected option.     | Working as expected | Pass | Steps are clear to follow | N | - | Anath Kumar C  |
| BankingBot_TC_003 | Functional | Bot Preview | Verify user is able to access Loan FAQ's                                   | - | 1. Click on the Chatbot icon<br>2. Type loan queries in the message bar.<br>3.Press Enter.<br>4. Select the desired actions.                                     | User Query | Chatbot should display the loan FAQ's .                        | Working as expected | Pass | Steps are clear to follow | N | - | Manibalan V    |

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| BankingBot_TC_004 | Functional | Bot Preview | Verify user is able to view fresh updates on Loan              | - | 1. Click on the Chatbot icon<br>2. Type loan updates in the message bar.<br>3.Press Enter.<br>4. Select the desired actions. | User Query | Chatbot should display the posters on loan updates.                                  | Working as expected | Pass | Steps are clear to follow | N | - | Manibalan V    |
| BankingBot_TC_001 | Functional | Bot Preview | Verify user is able to know about bank working days            | - | 1. Click on the Chatbot icon<br>2. Type bank working days in the message bar.<br>3.Press Enter.                              | User Query | Chatbot should display the information on the selected option.                       | Working as expected | Pass | Steps are clear to follow | N | - | Barathkumar S  |
| BankingBot_TC_002 | Functional | Bot Preview | Verify user is able to know about list of branches             | - | 1. Click on the Chatbot icon<br>2. Type list of branches in the message bar.<br>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 clear to follow | N | - | Prabakar P     |
| BankingBot_TC_003 | Functional | Bot Preview | Verify user is able to find the nearest branch                 | - | 1. Click on the Chatbot icon<br>2. Type the nearest branch in the message bar.<br>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 clear to follow | N | - | Gokulakannan K |
| BankingBot_TC_004 | functional | Bot Preview | Verify user is able to know about storage locker facility      | - | 1. Click on the Chatbot icon<br>2. Type storage locker facility in the message bar.<br>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 clear to follow | N | - | Anath Kumar C  |
| BankingBot_TC_005 | functional | Bot Preview | Verify user is able to know about currency conversion facility | - | 1. Click on the Chatbot icon<br>2. Type currency conversion facility in the message bar.<br>3.Press Enter.                   | User Query | The Chatbot should display the desired information.                                  | Working as expected | Pass | Steps are clear to follow | N | - | Prabakar P     |
| BankingBot_TC_001 | functional | Bot Preview | Verify user is able to know about Net Banking Registration     | - | 1. Click on the Chatbot icon<br>2. Type Net Banking Registration in the message bar.<br>3.Press Enter.                       | User Query | The Chatbot should display the desired information                                   | Working as expected | Pass | Steps are clear to follow | N | - | Gokulakannan K |

|                   |            |             |                                                                 |   |                                                                                                            |            |                                                    |                     |      |                           |   |   |                |
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| BankingBot_TC_002 | functional | Bot Preview | Verify user is able to know about Net Banking Charges           | - | 1. Click on the Chatbot icon<br>2. Type Net Banking Charges in the message bar.<br>3.Press Enter.          | User Query | The Chatbot should display the desired information | Working as expected | Pass | Steps are clear to follow | N | - | Manibalan V    |
| BankingBot_TC_003 | functional | Bot Preview | Verify user is able to know about Net Banking Features          | - | 1. Click on the Chatbot icon<br>2. Type Net Banking Features in the message bar.<br>3.Press Enter.         | User Query | The Chatbot should display the desired information | Working as expected | Pass | Steps are clear to follow | N | - | Barathkumar S  |
| BankingBot_TC_004 | functional | Bot Preview | Verify user is able to know about Facing errors in Net Banking. | - | 1. Click on the Chatbot icon<br>2. Type Facing errors in Net Banking in the message bar.<br>3.Press Enter. | User Query | The Chatbot should display the desired information | Working as expected | Pass | Steps are clear to follow | N | - | Prabakar P     |
| BankingBot_TC_001 | functional | Bot Preview | Verify user is able to know about Documents Required.           | - | 1. Click on the Chatbot icon<br>2. Type Documents Required in the message bar.<br>3.Press Enter.           | User Query | The Chatbot should display the desired information | Working as expected | Pass | Steps are clear to follow | N | - | Gokulakannan K |
| BankingBot_TC_002 | functional | Bot Preview | Verify user is able to know about Eligibility Criteria.         | - | 1. Click on the Chatbot icon<br>2. Type Eligibility Criteria in the message bar.<br>3.Press Enter.         | User Query | The Chatbot should display the desired information | Working as expected | Pass | Steps are clear to follow | N | - | Anath Kumar C  |
| BankingBot_TC_003 | functional | Bot Preview | Verify user is able to know about Benefits.                     | - | 1. Click on the Chatbot icon<br>2. Type Benefits in the message bar.<br>3.Press Enter.                     | User Query | The Chatbot should display the desired information | Working as expected | Pass | Steps are clear to follow | N | - | Manibalan V    |
| BankingBot_TC_004 | functional | Bot Preview | Verify user is able to know about Deactivating the cards.       | - | 1. Click on the Chatbot icon<br>2. Type Deactivating the cards in the message bar.<br>3.Press Enter.       | User Query | The Chatbot should display the desired information | Working as expected | Pass | Steps are clear to follow | N | - | Barathkumar S  |
| BankingBot_TC_001 | functional | Bot Preview | Verify user is able to give Ratings on the bot.                 | - | 1. Click on the Chatbot icon<br>2. Type Ratings in the message bar.<br>3.Press Enter.                      | User Query | The Chatbot should display the desired information | Working as expected | Pass | Steps are clear to follow | N | - | Anath Kumar C  |