

# TESTCASES REPORT

|              |                                         |
|--------------|-----------------------------------------|
| TEAM ID      | PNT2022TMID42148                        |
| TITLE        | AI BASED DISCOURSE FOR BANKING INDUSTRY |
| COLLEGE NAME | AVS COLLEGE TECHNOLOGY                  |

|   |                                                                                                                                       |  |
|---|---------------------------------------------------------------------------------------------------------------------------------------|--|
|   | <b>Test Scenarios</b>                                                                                                                 |  |
| 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?<br>Banking<br>Enquiry<br>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                                                           |  |
|   |                                                                                                                                       |  |
|   |                                                                                                                                       |  |
|   | <b>Search</b>                                                                                                                         |  |
| 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                                                               |  |
|   |                                                                                                                                       |  |

