

USER ACCEPTANCE REPORT

Date	25 November 2022
Team ID	PNT2022TMID35481
Project Name	AI Based Discourse for Banking Industry

TEST CASE ID	FEATURE TYPE	COMPONENT	TEST SCENARIO	EXPECTED RESULT	ACTUAL RESULT	STATUS
TC-01	UI	WEB PAGE LAUNCH	Verify user is able to see the chatbot icon when website is launched	IT should show the chat icon	Working as expected	Pass
TC-02	Functional	Chatbot	Verify if user is able to send messages.	Chat bot responses with greetings	Works as expected	Pass
TC-03	Functional	Chatbot	Verify user is able to select the action suggested by chat	It should list the queries and display the answer	Working as expected	Pass
TC-04	Functional	Backend	Verify user is able to receive dynamic greeting message	It should be popup when clicking of the bot icon	Working as expected	Pass
TC-05	Functional	Chatbot	Verify if chatbot is able to answer queries regarding Savings Account	Chatbot follows the flow and responds appropriately	Working as expected	Pass
TC-06	Functional	Chatbot	Verify if chatbot is able to answer queries regarding Current Account	Chatbot follows the flow and responds appropriately	Working as expected	Pass
TC-07	Functional	Chatbot	Verify if chatbot is able answer queries regarding general banking queries	Should allow the user to tell their queries	Working as expected	Pass
TC-08	Functional	Chatbot	Verify if chatbot is able answer queries regarding Net banking queries	Chatbot should display details regarding net banking	Working as expected	Pass
TC-09	Functional	Chatbot	Verify that users can ask more than one query at a time	Chatbot should ask the user if they have any other query and go in flow with the process	Working as expected	PASS