Test Documentation

For all tests ensure the browser console is open and check for errors, warnings and info messages.

# 2. NLU

## 2.1 Training Data

### 2.1.a Examples

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| --- | --- | --- | --- | --- |
| **Test** **No** | **Test Name** | **Test Case** | **Test Result** | **Description** |
| 2.1.a.1 | Adding User utterances | * In training data menu, add user utterances by typing in *User says...* * Once adding user utterances, it will save with an empty intent. * Add the intent name and save it. | * Once the intent is given for the user utterance it will show option to create new intent as shown below. | To test the created new intents and user utterances are saved or not check the training data menu. |
| 2.1.a.2 | Adding Intents | * Added user utterances will be saved with an empty intent. * Add the intent name and save it. | * The saved intents will be appeared in training data as shown in below. | An intent captures the general meaning of a sentence.  The user utterances are saved to a specified intent and can add many utterances to it.  Test in the NLU page, the added intents and user utterances are saved or not. |
| 2.1.a.3 | Adding Entities | * In the NLU page, select the user utterance. * Add the entity name for user utterance as show in below. | * The added entities will be saved and stored in training data as shown below. | Entities are structured pieces of information that can be extracted from a user's message.  Test in the NLU page, the added entities are saved or not.  Add the entities by selecting user utterance text and save it. |
| 2.1.a.4 | Edit Intents | * Select the wrong or misspelled intents and edit it or correct. | * Edited intents will be saved and shown as below. | You can test, the changes are saved or not in the Clai admin in training data menu. |
| 2.1.a.5 | Edit User utterances | Edit the user utterances in examples page.   * Select the user utterances * Click on edit option in the examples tab as shown below. | * The results of the edited user utterances are shown in below. | Once the user utterances are edited you can test those are saved or not in the training data. |
| 2.1.a.7 | Filter by Intents | * Filter the intents by typing intent name in the filter as shown below. | * Matched intents will only be showed as result as shown below. | Test the filtered intent results are showing or not in Clai admin. |
| 2.1.a.8 | Filter by Entities | * Filter the entities by typing entity name in the filter as shown below. | * Matched entities will only be showed as result as shown below. | Test the filtered entity results are showing or not in Clai admin. |
| 2.1.a.9 | Search with user utterances | * Filter the user utterances by searching the text as shown below.   C:\Users\Windows\Pictures\search.png | * Results will be showed as below whenever input is matched with user utterances. | Test the searched results are showing or not in Clai admin. |
| 2.1.a.10 | Sorting intents [A-Z] | To sort the intents in examples menu.   * Select sort type as **Intent** * And choose A - Z or Z - A to sort as shown below.   C:\Users\Windows\Pictures\a.png | * Below are the results for selected sort i.e..,   A-Z or Z-A. | You can test the sorted results are showing or not in Clai admin. |
| 2.1.a.11 | Sort the intents by date | To sort the intents using date.   * Select the sort type as date. * And choose the sort type i.e. [1-9] or [9-1] as shown below   C:\Users\Windows\Pictures\date.png | * The sorted results for the dates are shown as below. | Test the sorted results are showing or not in Clai admin. |
| 2.1.a.12 | Add Canonicals | * Add the canonical or mark as canonical to the user utterances to make more generic. | * The added canonicals will be resultant as shown below. |  |
| 2.1.a.13 | Remove Canonicals | To remove the canonical value from the intents.   * Select the intents and click on canonical icon to remove as shown below. | * After removing the canonical for intents, we cannot see those canonicals for the intents in training data as shown in below. |  |
| 2.1.a.14 | Filter with Canonical examples | * Filter the intents which is having canonicals by enabling the canonicals as shown below. | * Below are the list of intents having canonicals as sho wn below | You can test the results are showing or not after enabling the canonical option in the Clai admin. |

### 2.1.b Synonyms

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| --- | --- | --- | --- | --- |
| 2.1.b.1 | Adding Synonyms | * Create an entity value and add the synonyms to it separated by comma. * Click on **add** button to save synonyms.   C:\Users\Windows\Pictures\synonyms.png | * The added synonyms and entity value will be show in the Synonyms as shown below. |  |
| 2.1.b.2 | Edit Synonyms and values | * Select the value and edit the name. * Similarly, Select the synonyms and edit. | * The edited synonyms and entity values will be shown as below in training data. |  |
| 2.1.b.3 | Delete synonyms | * To delete the synonyms select the synonym or value. * Click on delete icon as shown below.   C:\Users\Windows\Pictures\dlt synonyms.png | * The deleted synonyms will not be appeared in the list as shown below. |  |

### 2.1.c Gazette

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| --- | --- | --- | --- | --- |
| 2.1.c.1 | Adding Gazette values | * In gazette create entity name. * Add gazette values and click on save button.      * Add the below pipeline settings to work gazette in NLU pipelines.   - name: rasa\_addons.nlu.components.gazette.Gazette | * The added gazette values and entity names will be save and show in gazette menu as shown in below. |  |
| 2.1.c.2 | Edit Gazette values and Entity names | * Edit the entity names by selecting the entity. * Similarly, edit the gazette values. | * Edited Entity names and Gazette values are saved and showed as below. |  |
| 2.1.c.3 | Delete Gazette and entity name | * Select the entity name or gazette values and click on delete. | * The deleted gazette values will be disappear from the gazette as shown below. |  |

### 2.1.d Out Of Scope

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| --- | --- | --- | --- | --- |
| 2.1.d.1 | Out Of Scope | * When the user input is not matched with any intent, the user utterances is showed in the incomings as empty intent. * Click on OOS icon (out of the scope) to move that empty intent to out of scope in NLU as shown below. | * After Clicking on *out of scope* button, the results will be shown as below. * Here edit or add the intent name to save into training. |  |

### 2.1.e API

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| --- | --- | --- | --- | --- |
| 2.1.e.1 | Generate API | * In API tab, type user utterances or text. | API will gives the results as mentioned below.   * Matched intents with user input * Confidence score of the intent. * Count of Entities for the matched intent * Intent rankings for the matched intent | Use the HTTP API to interact with a running Rasa server. With the API, you can train models, send messages, run tests, and more.  *Note* that you can use the API tab to explore the JSON response of a NLU request |

### 2.1.f Regex

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| --- | --- | --- | --- | --- |
| 2.1.f.1  2.1.f.2  2.1.f.3 | Adding Regex  Delete Regex  Editing Regex | * Crete the name to regex pattern. * Add the regular expression patterns with various formats. * Click on **Add** button to save.      * Examples for Regex patterns are   Pin\_code is *(^\d{5}$)|(^\d{5}-\d{4}$)*  number\_plate is *[A-Z]{1,3}-[A-Z]{1,2}-[0-9]{1,4}*   * Select the regex name. * Click on delete button.      * Select the regex name. * Edit the name or pattern if anything typed wrong or misspelled. | * The result after adding the regex will be shown as below.      * The deleted regex patterns will no more in the list as shown below.      * The changes in regex are shown as below: | A **regex** is a string of text that lets you create patterns that help match, locate, and manage text. |

## 2.2 Evaluation

Evaluation gives you aggregate metrics and actionable feedback on your NLU model.

### 2.2.1 Use training set

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| --- | --- | --- | --- | --- |
| 2.2.1 | Evaluation using training set | To add the data to training set follow the below steps.   * Train the model. * In the NLU page, go to the **evaluation** menu. * Select *Use training set*. * And click on *Start evaluation* button to start evaluation. | The results of the evaluation of data is shown as below. |  |

### 2.2.2 Upload test set

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| --- | --- | --- | --- | --- |
| 2.2.2 | Upload test set | To upload test set in evaluation menu   * Select the Upload test set. * Click on *Upload file*.      * Upload the NLU data in **JSON format**. * And click on *start evaluation*. | The results after uploading test set in evaluation are shown as below. | The NLU data should be in JSON file format as  Shown below. |

### 2.2.3 User validated examples

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| --- | --- | --- | --- | --- |
| 2.2.3 | User validated examples | To evaluate the user validated examples.   * In the incoming 🡪 ***New utterances***, select the utterances and edit intent name and click on *mark this utterance valid*. * Click on **Run evaluation** to evaluate the model using the validated examples as a validation set and overwrite your current evaluation results.      * Click on ***Yes*** to add the training data to evaluation. * In the NLU🡪 Evaluation, Select *Use validated examples* and click on **% Start Evaluation** to evaluate the uservalidated examples as shown below. | The result of the user validated examples are shown below.  The detailed reports of an evaluation.    The misclassification reports of an evaluation. |  |

## 2.3 Statistics

### 2.3.1 Statistics

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| --- | --- | --- | --- | --- |
| 2.3.1 | Examples, Intents, Entities, Synonyms, Gazettes and stories | * Here, can see the total number of user utterance examples, Intents, Entities, Synonyms, Gazettes and Stories which are created in dialogue and added in NLU as shown below. * These are triggered in chat widget conversation. |  |  |
| 2.3.2 | Examples per intent | Can also check the below test cases.   * The list of intents. * The example of an intent (Canonical value of an intent). * Number of examples per each intent for a particular language. |  |  |
| 2.3.3 | Download NLU statistics to csv | * Click on the download button to download all the NLU statistics data to csv format as shown below. | * The downloaded csv results will be shown as below. |  |

## 2.4 Settings

### 2.4.a Pipelines

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| --- | --- | --- | --- | --- |
| 2.4.a.1 | NLU Pipelines | * Here, can add the NLU settings or NLU configuration. * And click on *save* button. | * The added NLU configurations will be saved and shown as below. | Train the model to apply these added configuration. |

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| --- | --- | --- | --- | --- |
| 2.4.a.2 | Delete language | * Default language cannot be deleted. * To delete this language change the default language of the project as shown below. | * Once the language is changed, it will ask to back up the language. * Before deleting the language, click on *backup the data of your model* button to backup as show below.      * After clicking on backup, it will display the delete button to delete and click on it as shown below. |  |

# 3. Incoming

## 3.1 New Utterances

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 3.1.1 | Test new utterances | * Can see the user utterances or new messages in New Utterances tab. * Type and send the user messages in the widget. | The user utterances are displayed in the new utterance tab as shown below. |  |
| 3.1.2 | Test confidence level of the user utterances | To test the confidence level of the user utterances.   * Start conversation with the Clai. * Check in New utterances tab in Incomings page as shown below. |  |  |
| 3.1.3 | Validate the user utterances | Validate the user utterances and add to training data.   * Select the user utterance. * Edit the intent name. * Click on *Mark this utterance valid* button.      * Then click on *Add to training data* button. * And click on *Yes* to save the changes. | The validated utterances will be added to the training data. |  |
| 3.1.4 | Filter by dates | To filter the intents by dates   * Click on *Filter by date*.      * Choose the date range from one date to another date and click on apply as shown below. | The incoming user utterances are filtered between the two dates as shown below. |  |
| 3.1.5 | Filter by intents | Can filter the particular intents by filtering the intent name.   * Type the intent name in the filter as shown below. | Below are the test results of filtered intents as shown in below. |  |
| 3.1.6 | Filter by user utterance | Filter the intents by filtering user utterances as shown below. | Below are the test results of filtering intents by user utterances. |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 3.1.7 | Test run evaluation | * Select the user utterance in New Utterances tab. * Click on *mark this utterance valid* icon.      * Click on *Run evaluation* button and click on *Yes* button. | This will evaluate the model using the validated examples as a validation set and overwrite your current evaluation results. |  |
| 3.1.8 | Sorting intents | Can sort the intent or user utterances by choosing the following below:   * Sort the intents by *Newest* (which are triggered newly) or by *Oldest* (which are triggered older). * Sort the intents which are *validated first* or *validated last*. * Sort the intents by *% ascending* order or *% descending* order (% is confidence of the user utterances) | The results for the sorting intents are shown below. |  |

## 3.2 Conversations

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 3.2.1 | | Test Conversation | The conversations of a particular user session Id are displayed in *Conversations* menu.  The conversations are saved with Id as shown below. | | |  |  |
| 3.2.2 | | Delete conversations | To delete the conversations   * Select the particular conversation Id. * And click on delete button. | | | Cannot get back the conversations once it is deleted as shown below. |  |
| 3.2.3 | Filter Conversations  With Intents, Actions and Slot events | | | Can filter the conversation with various filters.   * To filter the conversation with particular Actions or intents or slot events. * Select the conditions like AND, OR, In Order to filter. * And click on *apply* as shown below. | The results will be shown as below. | |  |
| 3.2.4 | Filter Conversations  With confidence level | | | Can filter the conversations with Confidence level of user utterances and intents.   * Select the filter type. * Enter the confidence level **<=** **X** %. * And click on *apply* as shown below. | The filtered results for the entered confidence level are shown below. | |  |
| 3.2.5 | Filter with duration | | | To filter the conversations with *duration*.   * Add elapsed time between the first and last message in seconds. * And click on apply as shown below. | The filtered results for the duration filter is shown as below. | | The duration time should be entered in seconds |
| 3.2.6 | Filter conversations with Length | | | To filter the conversations with length.   * Choose the filter type as shown below. * Enter the length of the intent’s. * Click on apply. | The filtered results for the length filter are shown below. | | Here the length is the number of intents triggered in particular conversation. |
| 3.2.7 | Filter by User Initiated and Triggered | | | To filter the conversation with User initiated and triggered intents.   * Click on the User initiated intents or triggered intents option. * Click on apply to filter as shown below. | The results for the user initiated or triggered filters as shown as below. | |  |
| 3.2.8 | Filter by Date range | | | To filter the conversations with date range.   * Select the filter type as *Date range.* * Choose the date range from calendar. * And click on *Apply*. | The results for the date range filter are shown as below. | | In the date range the to\_date should be greater than from\_date. |
| 3.2.9 | Hide or reset the filters | | | To hide or reset all the filtered settings.   * Click on *Hide filters* to reset the all the filtered results as shown below. | The results after hiding the filters are shown as below. | |  |

## 3.3 Form results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 3.3.1 | Submit & Export Form | To down load or export the form results into CSV format follow the below steps.   * Create the form and train it in dialogue page. * Trigger the form and submit.        * Select the submitted form name. * And click on *export submissions to CSV format* to download the form results as shown below. | The results of the submission forms are exported to CSV format as shown below. |  |

## 3.4 Populate

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| --- | --- | --- | --- | --- |
| 3.4.1 | Populate New Utterances | Can add the new utterances in populate.   * Go to populate menu. * Add utterances in below box (one per line, 50 max). * And click on Add Utterances to appear in new utterances menu as shown below.   C:\Users\Windows\Pictures\populate.png | * When you click on Add Utterances, they will be processed and the output will be shown in the New Utterances tab. * The test results will be shown as below.   C:\Users\Windows\Pictures\populates1.png |  |