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| Test Case no | Test Case Descriptions | Any Steps | Expected results | Actual results | Pass/Fail | Comments |
| 1 | Install and import all necessary systems and libraries for Rasa and NLP. | Install rasa  Install U ipython  Install websockets  Download and import spacy for the NLP pipeline tasks.  Install nest\_asyncio  Import os  Import rasa  Import nest\_asyncio | For all codes to run smoothly and correctly | Everything works okay – installing Python requires session restart for everything else to work properly | Pass | Everything worked well |
| 2 | Prepare and create a project space for the Cruise Chatbot | rasa.cli.scaffold | To have a folder names Cruise-chatbot once the codes are run | Files display cruise chatbot folder- all okay | Pass | Everything worked well |
| 3 | Create a project directory and be able to view files such as the yml | Using OS to create a directory | To be able to view the training files | All files are showing | Pass | No problems were encountered. |
| 4 | Train a ML model | Use machine learning to train rasa | For rasa model to be trained and saved | Rasa model trained | Pass | Everything worked well. |
| 5 | Check if you can chat with your assistant- have a basic conversation with the bot | Rasa Jupyter – import chat  Set endpoints as none  Start the conversation | For the chatbot to have a basic conversation –   * Hi how are you * I am fine * Great, carry on! * /stop | Chatbot worked fine | Pass | Everything worked well |
| 6 | Train data: |  |  |  |  |  |
| 6.a | Create stories.yml using correct data format | Stories | For the code to work and be trained for the chatbot to see the correct stories for specific conversations | The data format was correct, chatbot used the correct story lines in the conversation | Pass | Had to fix the format a couple of times and make sure the stories followed the correct order such as intent, action, intent, action. |
| 6.b | Create nlu.yml using the correct data format | Intents | To include all the intents needed for the conversation and for the format to be correct | All worked well and the format was correct | Pass |  |
| 6.c | Create the domain.yml file and use the correct data format | Intents  Entities  Responses – to start with utter | To create all responses needed for the conversation so that the bot can have a flowless conversation with user | Intents and responses work well, entities failed to work so decided not to use | Pass | Overall, a pass as the codes work but failed to use entities which would have mad the bot more personalized |
| 7 | Train the machine learning model using your new data | Rasa.train | For the training code to work and not error | Runs without any error message | Pass |  |
| 8 | Chat with your assistant again to see if your data works, try testing out different stories to make sure the conversation flows as it should | Rasa.jupyter  Chat | To be able to have a successful conversation. For the chatbot to follow stories from the stories.yml file. | All works okay | Pass | Everything went well |