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| Case | Context | Expected Output | Actual Output |  | Appropriate Testing Method |
| Tag – “Introduction” | When a user introduces themselves, the chatbot responds with an appropriate response from the” introduction” tag | The chatbot should respond from the introduction tag. Saying one of these phrases  “["hello, this is mirage. how may i help you?", "good day to you customer", "how can i be of service?", "this is mirage, What can i do for you?"] | The chatbot has successfully responded to the user and has referred to the tag “introduction” from the training data. |  | The chatbot should tokenize the user’s phrase such as “Hi”, “Hello” and then associate tokenized word to a tag and provide the introduction tag. |
| Tag “name” | When a user asks for the chatbots name, the chatbot should successfully refer to the tag “name” section and provide an appropriate response. E.g.” What is your name?” | Chatbot should reply to the user, telling the user its name (mirage) | The chatbot has successfully responded to the user its name. |  | The chatbot should tokenize and stem the name within user input and then refer to the tag “name” providing the right response from the name tag. |
| Ignore symbols such as “!”, “?” | When a user asks a question, the chatbot should successfully ignore symbols such as “?” when tokenizing the words. | The chatbot should not take consideration of symbols as they will not be tokenized | The chatbot has successfully not taken in symbols such as “?” as, ignore\_symbols is an empty dictionary that stores “?” and”!” |  | We can see that within the model, the “!” or “?” is not being tokenized and has been stored in a separate dictionary. |
| Tag “Goodbye” | When a user is finished with the chatbot, the chatbot should thank them for using their service and say goodbye | The chatbot should refer to the tag “goodbye” and provide appropriate response for the user | The chatbot has successfully referred to the “goodbye” tag and has provided the appropriate response for when a user says bye. |  | The chatbot has successfully tokenized and stemmed the word goodbye providing the right response |
| Tag “Collection” | When a user asks for collection information, the chatbot should respond with the collection information | The chatbot should refer to the tag “collection” and then provide a response within that section. | The chatbot has successfully responded to the user’s collection enquiry and provided the expected output. |  | The chatbot has successfully stemmed the collection word within the enquiry and has provided the right response from the right tag |
| Tag” Refund | When a user wants a refund, the chatbot should provide the right response | The chatbot should refer to the tag “refund” when a user makes a enquiry of a refund | The chatbot has not responded with the right response for “refund” and has responded with an another response from a different tag. |  | The refund tag does not work. It has tokenised the word however does not identify the refund responses and uses a different response from a different tag |
| “Tag” Review | If a customer would want to leave a review, then the chatbot should provide a link to leave a product review | The chatbot should refer to the tag “review” when a user wants to ask to read or write reviews. | The chatbot does not use the right response from the review tag, however, repeats the last response tag used. |  | Everything has worked well and has tokenized, stemmed the words however, the program will just use the last tag’s response and not provide the right response. |