**Test Strategy for Goofy**- The intelligent Virtual Assistant

Introduction: Goofy, the Intelligent Virtual Assistant, has been implemented by a software company to automate various mundane and repeating processes, and improve employee productivity. The bot is integrated with multiple systems of the company and has access to confidential information. However, Goofy has been facing issues with providing accurate responses, occasionally providing incorrect information, and asking biased questions during conversations. The purpose of this test strategy is to ensure Goofy's accurate functioning, secure access to confidential information, and maintaining a seamless user experience for employees while addressing the challenges posed by Goofy's intermittent issues, incorrect and biased responses, and impact on existing processes, services, and policies.

**Objective**: The objectives of this test strategy are as follows:

1. Ensure Goofy's accurate functioning.
2. Secure access to confidential information.
3. Maintain a seamless user experience for employees.
4. Address the challenges posed by Goofy's intermittent issues, incorrect and biased responses.
5. Ensure compliance with data privacy and GDPR policies

**Scope**: This test strategy applies to all functionalities of Goofy, including onboarding, accessing policies, completing processes, logging service desk requests, handing out important information, updates and reminder nudges to complete tasks, time logging, and conversational AI.

Testing Approach: The testing approach for Goofy will be as follows:

1. Functional Testing: Functional testing will be performed to ensure that functionalities are working as expected. This will include testing of UI, onboarding, policy access, process completion, service desk logging, and conversational AI.
2. Integration Testing: Integration testing will be performed to ensure that Goofy is integrated with multiple systems of the company, and has access to confidential information.
3. Security Testing: Security testing will be performed to ensure that Goofy provides secure access to confidential information.
4. Performance Testing: Performance testing will be performed to ensure that Goofy is able to handle a large volume of user requests.
5. User Acceptance Testing: User acceptance testing will be performed to ensure that employees are able to use Goofy efficiently and effectively.

**Test KPIs**: To constantly monitor Goofy's quality and overall performance over time, the following KPIs will be measured:

1. Accuracy of responses provided by Goofy.
2. Average time taken by Goofy to complete a task.
3. Number of incorrect responses provided by Goofy.
4. Number of biased questions asked by Goofy.
5. Number of errors encountered by Goofy during the testing phase.
6. User satisfaction with Goofy's functionalities.
7. Security compliance with data privacy and GDPR policies.

**Test Scenarios**: The following test scenarios will be executed to ensure the successful implementation of Goofy:

1. Functional Testing: a. Testing of onboarding functionality. b. Testing of policy access functionality. c. Testing of process completion functionality. d. Testing of service desk logging functionality. e. Testing of conversational AI functionality.
2. Integration Testing: a. Testing of integration with multiple systems of the company. b. Testing of access to confidential information.
3. Security Testing: a. Testing of access to confidential information. b. Testing of secure access to confidential information.
4. Performance Testing: a. Testing of the ability of Goofy to handle a large volume of user requests. b. Testing of the response time of Goofy for each user request.
5. User Acceptance Testing: a. Testing of the user experience of employees with Goofy. b. Testing of user satisfaction with Goofy's functionalities. c. Testing of the ability of employees to use Goofy efficiently and effectively.

**Conclusion** The test strategy for Goofy will involve a combination of manual and automated testing, with continuous monitoring of key performance indicators to ensure the accuracy, completeness, security, and privacy of responses provided by Goofy, integration of Goofy with multiple systems of the company, usability, user experience, and compliance with data privacy regulations such as GDPR. Regular updates and enhancements will be made to Goofy to ensure its ongoing performance and quality.