

TEST PLAN

Project Name: Chatbot Testing

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1. Introduction

This test plan provides a structured approach to evaluating the chatbot's functionality, usability, performance, and error handling.

2. Objectives

- Validate chatbot responses for different input types.
- Ensure chatbot provides clear and concise responses.
- Measure chatbot response time under various loads.
- Assess chatbot's ability to handle errors effectively.
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3. Scope

The scope of this test plan covers functional testing, usability testing, performance testing, and error handling for the chatbot.

4. Testable Features

1. User Input Handling
 - Valid and invalid inputs
 - Special characters and empty inputs
2. Response Clarity and Correctness
 - Ensuring understandable chatbot responses
3. Performance
 - Response time under heavy user load
4. Error Handling
 - Proper handling of malformed requests

5. Testing Approach

- **Testing Types:** Functional Testing, Usability Testing, Performance Testing, Error Handling.
- **Testing Methodologies:**
 - Black-box Testing: Focus on expected outputs for different inputs.
 - Load Testing: Simulating multiple concurrent users.
 - Exploratory Testing: Identifying unexpected behaviors.
- **Environment:**
 - Platforms: Web, Mobile
 - Tools: Postman, JMeter, Selenium (for automated UI testing)

6. Roles/Responsibilities

Name	Role	Responsibilities
[rashmi ninawe]	Test Manager	Manage resources, oversee progress.
[rashmi ninawe]	Test Lead	Develop test strategies, assign tasks.
[rashmi ninawe]	Test Engineer	Write and execute test cases, log defects.

7. Test Schedule

Task	Target Date
Test Plan Creation	[12/02/2025]

Test Case Execution	[12/02/2025-13/02/2025]
Report Submission	[13/02/2025]

8. Test Deliverables

- Test Plan
- Test Cases
- Defect Reports

9. Entry & Exit Criteria

- **Entry Criteria:**
 - Access to chatbot specifications and test environment.
- **Exit Criteria:**
 - Execution of all test cases.
 - Resolution of high-priority issues.

10. Tools

- Test Automation: Selenium, Cypress
- Test Management: Jira, TestRail
- Load Testing: JMeter

11. Risks and Mitigation Plans

Risk	Mitigation Plan
High response time under load	Optimize backend processing.
Poor error handling	Implement meaningful error messages.

12. Approvals

All test documents will require stakeholder approval before execution.

