

# The importance of complete test coverage



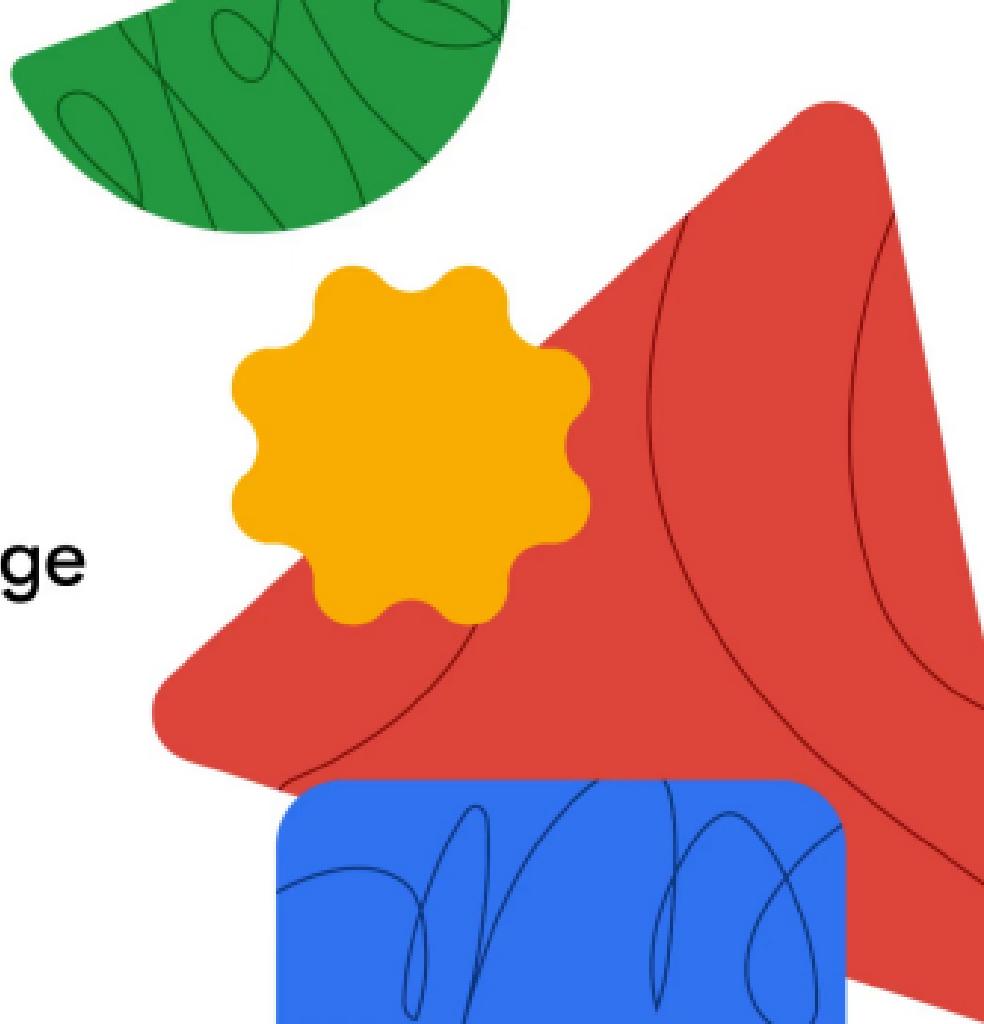
# The importance of complete test coverage



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# Benefits of good test coverage



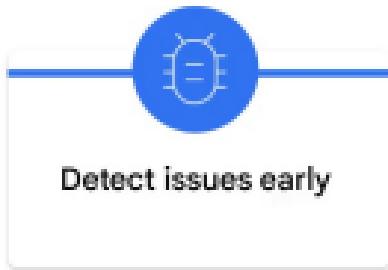
Detect issues early

# Benefits of good test coverage



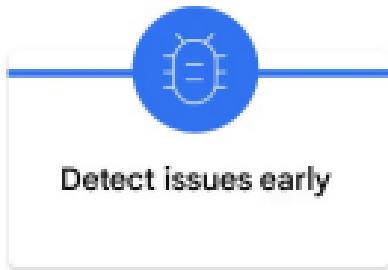
Detect issues early

# Benefits of good test coverage



Detect issues early

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Detect issues early

# Benefits of good test coverage



Detect issues early



Ensures quality user  
experience

# Benefits of good test coverage



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Detect issues early



Ensures quality user experience



Validates functionality

# Benefits of good test coverage



Detect issues early



Ensures quality user experience



Validates functionality



Prevent regressions while the agent evolves

# Benefits of good test coverage



Detect issues early



Ensures quality user experience



Validates functionality



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Validates functionality



Prevent regressions while the agent evolves



Confirms flow logic

# Benefits of good test coverage



Detect issues early



Ensures quality user experience



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Detect issues early



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Validates functionality



Prevent regressions while the agent evolves



Confirms flow logic



Catches edge cases

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Detect issues early



Ensures quality user experience



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Confirms flow logic



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Prevent regressions while the agent evolves



Confirms flow logic



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Improves NLP model accuracy

# Benefits of good test coverage



Detect issues early



Ensures quality user experience



Validates functionality



Prevent regressions while the agent evolves



Confirms flow logic



Catches edge cases



Improves NLP model accuracy

# Benefits of good test coverage



# Test coverage

Build	Manage	Test cases	Run all	Export	Import	Coverage
RESOURCES						
<input type="checkbox"/> Intent	Intents					
<input type="checkbox"/> Entity types	Entity types					
<input type="checkbox"/> Webhooks	Webhooks					
<input type="checkbox"/> Route groups	Route groups					
<input type="checkbox"/> Generators	Generators					
TEST & FEEDBACK						
<input checked="" type="checkbox"/> Test cases	Test cases					
<input type="checkbox"/> Validations	Validations					
<input type="checkbox"/> Analytics [new]	Analytics [new]					
<b>Pass</b> # of passed test cases <b>1</b>						
<input type="checkbox"/> Filter Filter test cases						
<input type="checkbox"/> Display Name Tags						
<input type="checkbox"/> RTG - Explain Balance Due <input checked="" type="checkbox"/> <b>#unit</b>						

# Test coverage

Build      Manage

Test cases > Run all Import **Coverage**

RESOURCES

- Intents
- Entity types
- Webhooks
- Route groups
- Generators

TEST & FEEDBACK

- Test cases**
- Validations
- Analytics [new]

Pass  
# of passed test cases  
**1**

Filter Filter test cases

<input type="checkbox"/> Display Name	Tags
<input type="checkbox"/> RTG - Explain Balance Due	<input checked="" type="checkbox"/> <b>#unit</b>

# Test coverage

Build      Manage

Test cases > Run all Import **Coverage**

RESOURCES

- Intents
- Entity types
- Webhooks
- Route groups
- Generators

TEST & FEEDBACK

- Test cases**
- Validations
- Analytics [new]

**Pass**  
# of passed test cases  
**1**

Filter Filter test cases

<input type="checkbox"/> Display Name	Tags
<input type="checkbox"/> RTG - Explain Balance Due	<b>#unit</b>

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- Entity types
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TEST & FEEDBACK

- Test cases**
- Validations
- Analytics [new]

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<input type="checkbox"/> Display Name	Tags
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Test cases > Run all Import **Coverage**

RESOURCES

- Intents
- Entity types
- Webhooks
- Route groups
- Generators

TEST & FEEDBACK

- Test cases**
- Validations
- Analytics [new]

**Pass**  
# of passed test cases  
**1**

Filter Filter test cases

<input type="checkbox"/> Display Name	Tags
<input type="checkbox"/> RTG - Explain Balance Due	<b>#unit</b>

# Test coverage

Coverage

← Coverage

Transitions

Intents

Route Groups

All

All

→ Transition Coverage

80%, 6/12 covered

Source	Target	Covered
A. Default Start Flow - B. Check if user is authenticated	A. Authentication	Yes
A. Default Start Flow - B. Check if user is authenticated	A. Default Start Flow - C. Explain Balance Due	Yes
A. Default Start Flow - B. Check if user is authenticated	A. Default Start - C. End Flow With Human Interaction	No
A. Default Start Flow - B. Explain Balance Due	A. Default Start - C. Do you want to make a payment?	Yes
A. Default Start - D. Do you want to make a payment?	A. Default Start Flow - E. Collect credit card number	No
A. Default Start Flow - F. Ask why user is calling?	A. Default Start Flow - G. Check if user is authenticated	Yes
A. Default Start Flow - H. Start Page	A. Default Start Flow - I. Ask why user is calling?	Yes

# Test coverage

Coverage

← Coverage

Transitions

Intents

Route Groups

Flow: All Page: All

→ Transition Coverage

80%, 6/12 covered

Source	Target	Covered
A. Default Start Flow - B. Check if user is authenticated	A. Authentication	Yes
A. Default Start Flow - B. Check if user is authenticated	A. Default Start Flow - C. Explain Balance Due	Yes
A. Default Start Flow - B. Check if user is authenticated	A. Default Start Flow - C. End Flow With Human Interaction	No
A. Default Start Flow - B. Explain Balance Due	A. Default Start Flow - C. Do you want to make a payment?	Yes
A. Default Start Flow - D. Do you want to make a payment?	A. Default Start Flow - E. Collect credit card number	No
A. Default Start Flow - F. Ask why user is calling?	A. Default Start Flow - G. Check if user is authenticated	Yes
A. Default Start Flow - H. Start Page	A. Default Start Flow - I. Ask why user is calling?	Yes

# Test coverage

Coverage

← Coverage

Transitions

Intents

Route Groups

All Flow All Page

→ Transition Coverage

80%, 6/12 covered

Source	Target	Covered
Default Start Flow - <input type="checkbox"/> Check if user is authenticated	Authentication	Yes
Default Start Flow - <input type="checkbox"/> Check if user is authenticated	Default Start Flow - <input type="checkbox"/> Explain Balance Due	Yes
Default Start Flow - <input type="checkbox"/> Check if user is authenticated	Default Start - <input checked="" type="radio"/> End Flow With Human Escalation	No
Default Start Flow - <input type="checkbox"/> Explain Balance Due	Default Start - <input type="checkbox"/> Do you want to make a payment?	Yes
Default Start - <input type="checkbox"/> Do you want to make a payment?	Default Start Flow - <input type="checkbox"/> Collect credit card number	No
Default Start Flow - <input type="checkbox"/> Ask why user is calling?	Default Start Flow - <input type="checkbox"/> Check if user is authenticated	Yes
Default Start Flow - <input checked="" type="radio"/> Start Page	Default Start Flow - <input type="checkbox"/> Ask why user is calling?	Yes

# Test coverage

Coverage

← Coverage

Transitions

Intents

Route Groups

All

All

→ Transition Coverage

80%, 6/12 covered

Source	Target	Covered
Default Start Flow - <input type="checkbox"/> Check if user is authenticated	Authentication	Yes
Default Start Flow - <input type="checkbox"/> Check if user is authenticated	Default Start Flow - <input type="checkbox"/> Explain Balance Due	Yes
Default Start Flow - <input type="checkbox"/> Check if user is authenticated	Default Start Flow - <input checked="" type="radio"/> End Flow With Human Escalation	No
Default Start Flow - <input type="checkbox"/> Explain Balance Due	Default Start Flow - <input type="checkbox"/> Do you want to make a payment?	Yes
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# Test coverage

Coverage

← Coverage

Transitions

Intents

Route Groups

Flow: All Page: All

→ Transition Coverage

80%, 6/12 covered

Source	Target	Covered
Default Start Flow - <input type="checkbox"/> Check if user is authenticated	Authentication	Yes
Default Start Flow - <input type="checkbox"/> Check if user is authenticated	Default Start Flow - <input type="checkbox"/> Explain Balance Due	Yes
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Default Start Flow - <input type="checkbox"/> Explain Balance Due	Default Start - <input type="checkbox"/> Do you want to make a payment?	Yes
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Default Start Flow - <input checked="" type="radio"/> Start Page	Default Start Flow - <input type="checkbox"/> Ask why user is calling?	Yes

# Test coverage

← Coverage

Transitions      **Intents**      Route Groups

Intent Coverage 67%, 2/3 covered

Intent	Covered
Default Welcome Intent	Yes
Billing - Inquire Balance	Yes
Confirmation - Yes	No

# Test coverage

← Coverage

Transitions      **Intents**      Route Groups

Intent Coverage 67%, 2/3 covered

Intent	Covered
Default Welcome Intent	Yes
Billing - Inquire Balance	Yes
Confirmation - Yes	No

# Test coverage

← Coverage

Transitions      **Intents**      Route Groups

Intent Coverage 67%, 2/3 covered

Intent	Covered
Default Welcome Intent	Yes
Billing - Inquire Balance	Yes
Confirmation - Yes	No

# Test coverage

← Coverage

Transitions      **Intents**      Route Groups

Intent Coverage 67%, 2/3 covered

Intent	Covered
Default Welcome Intent	Yes
Billing - Inquire Balance	Yes
Confirmation - Yes	No

# Increasing test coverage

- Add new test cases or modify existing ones
- Regularly review and update test cases



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**Google** Cloud