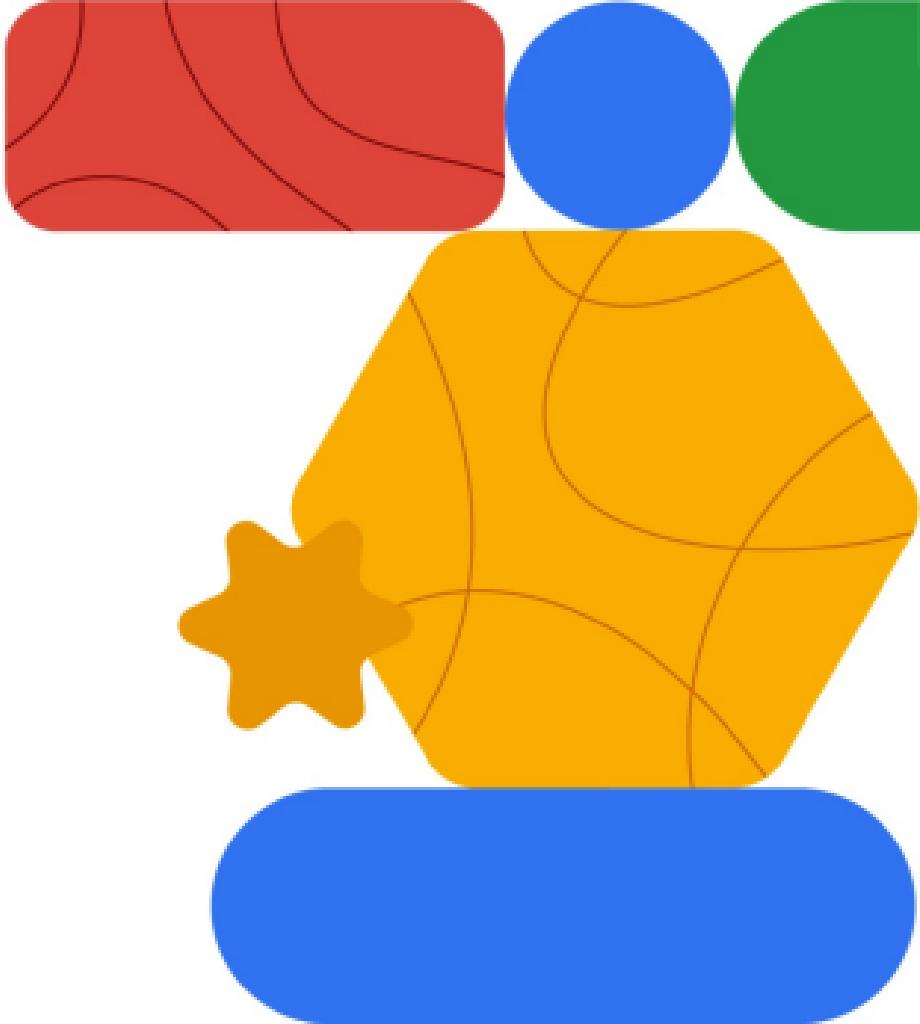
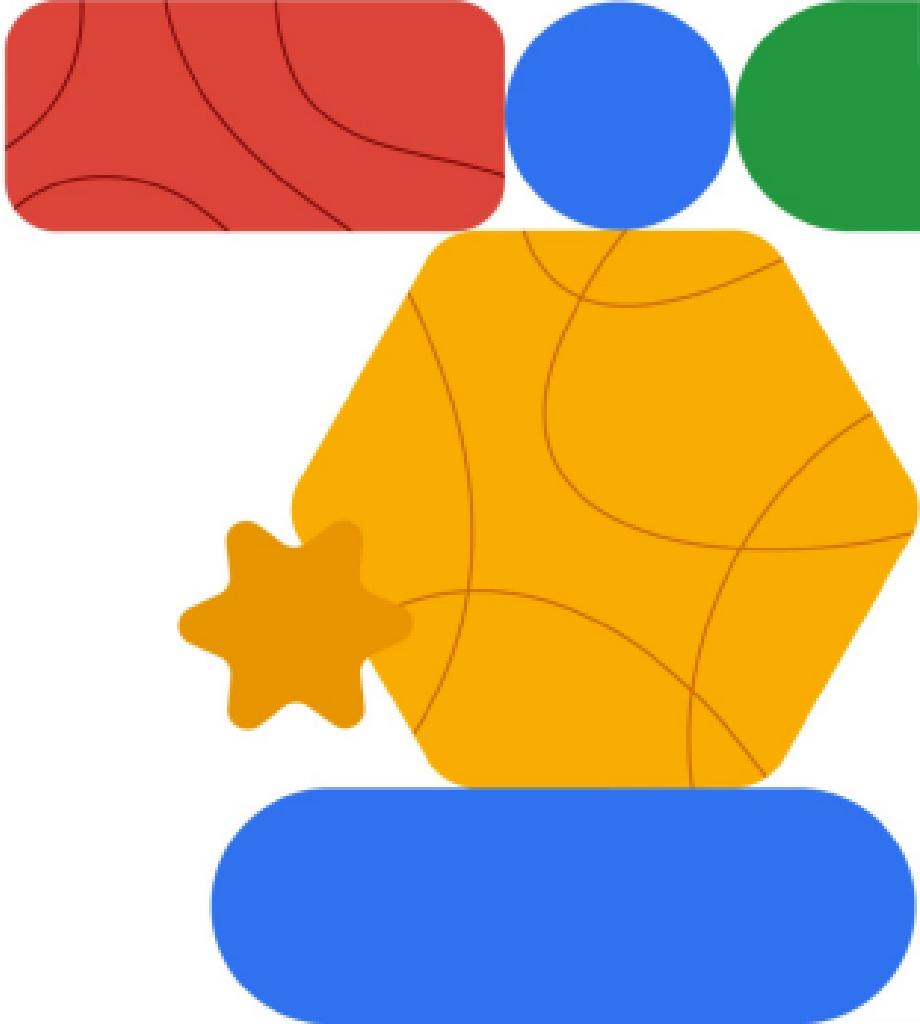


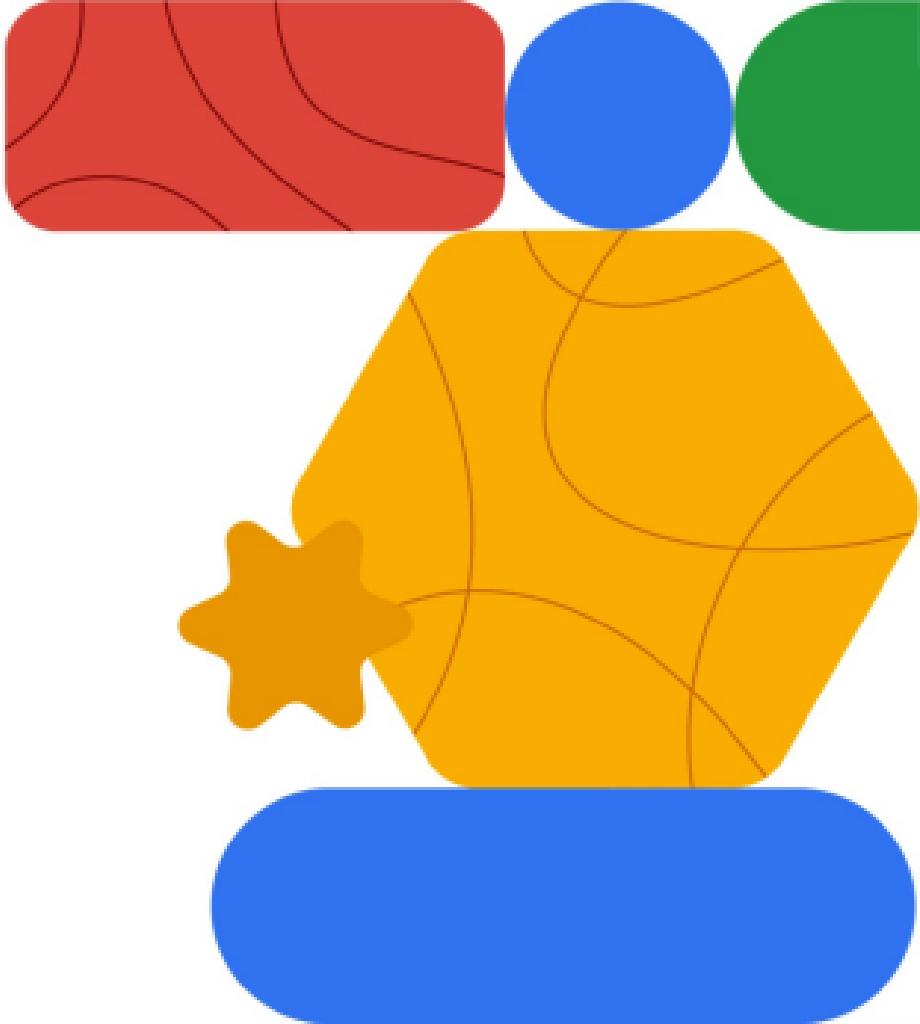
# Creating a testing strategy



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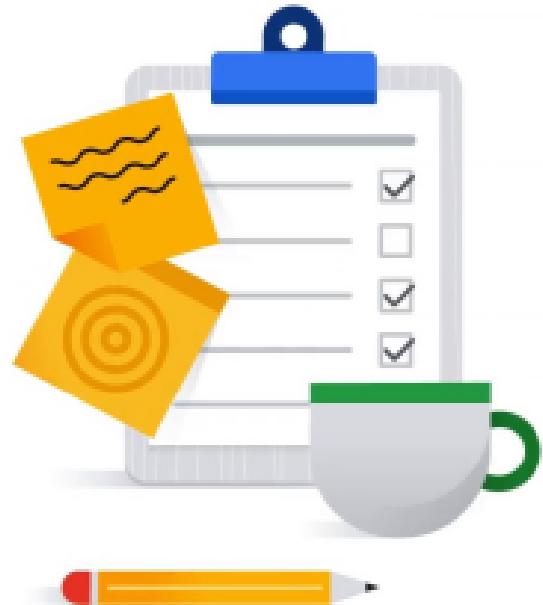
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Adopt a customer user journey (CUJ) “first” approach to testing.

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Identify the main categories of testing in bot development.



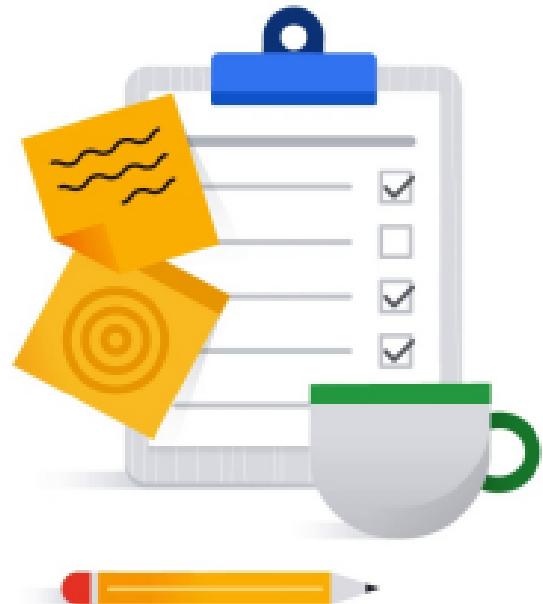
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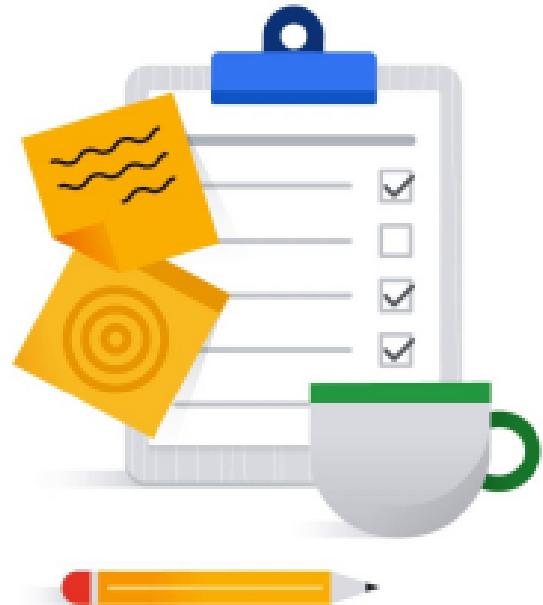
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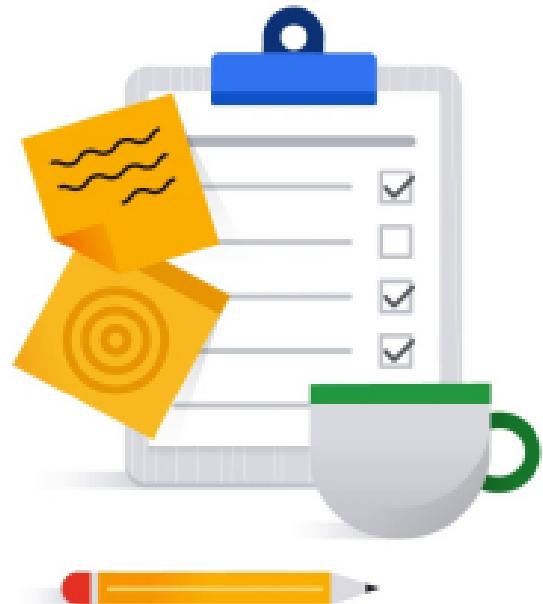
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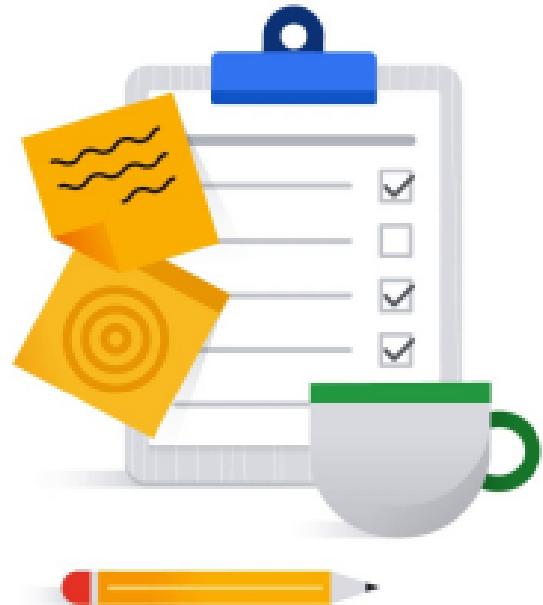
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- Complex business requirements
- Large data volumes
- Number of stakeholders involved

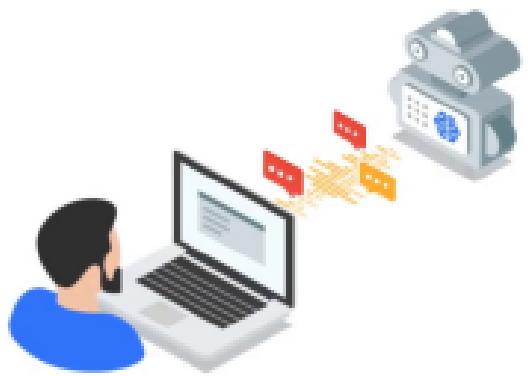


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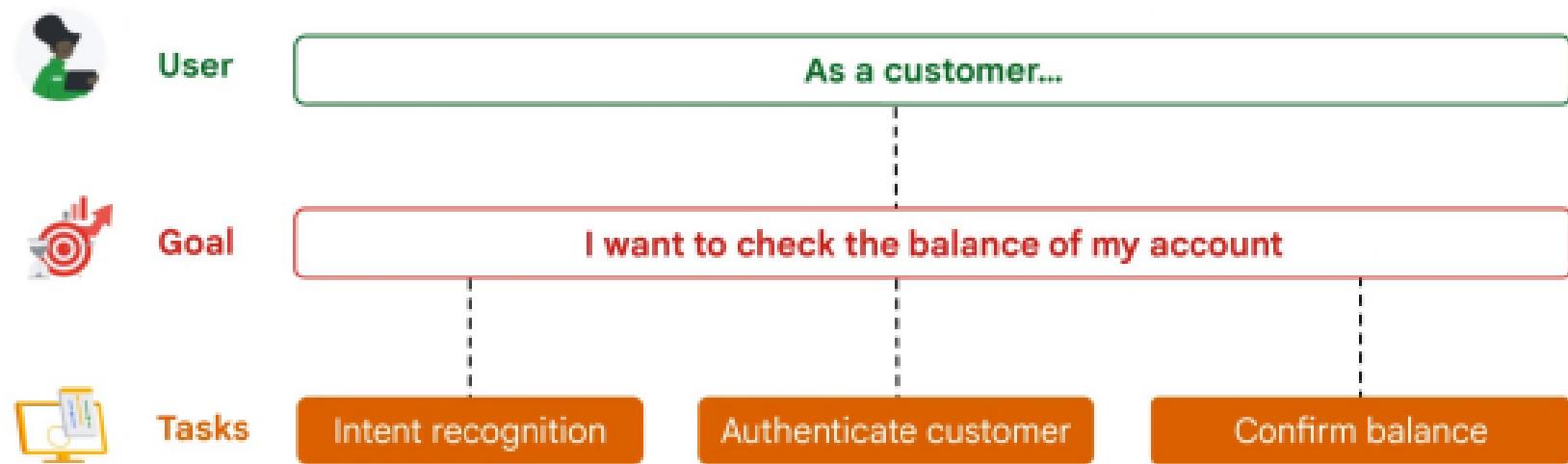
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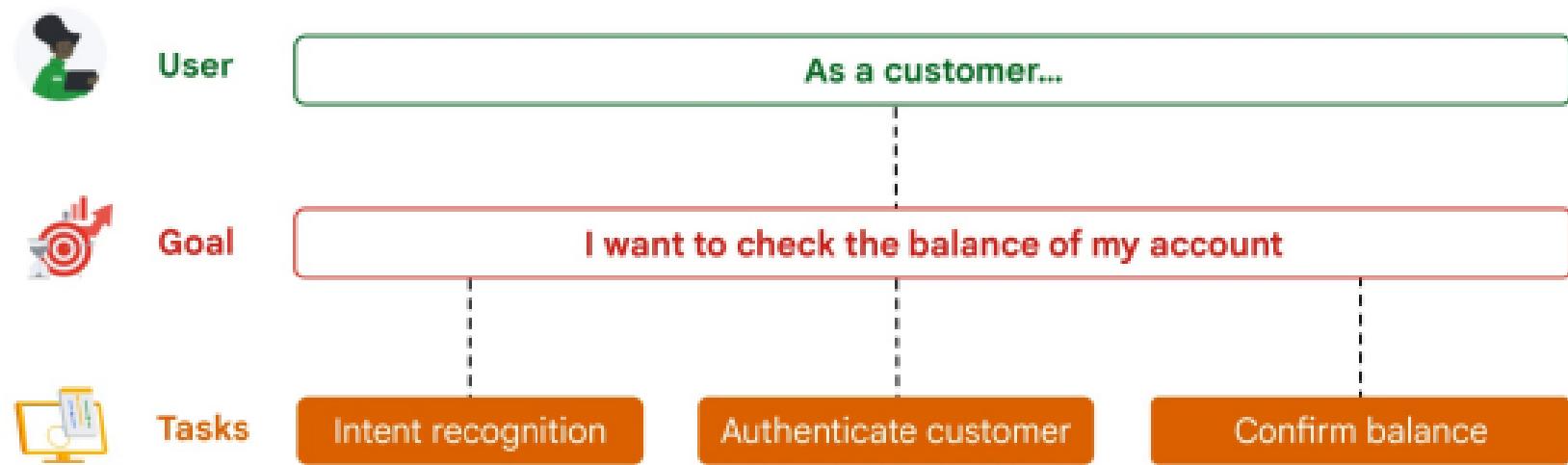
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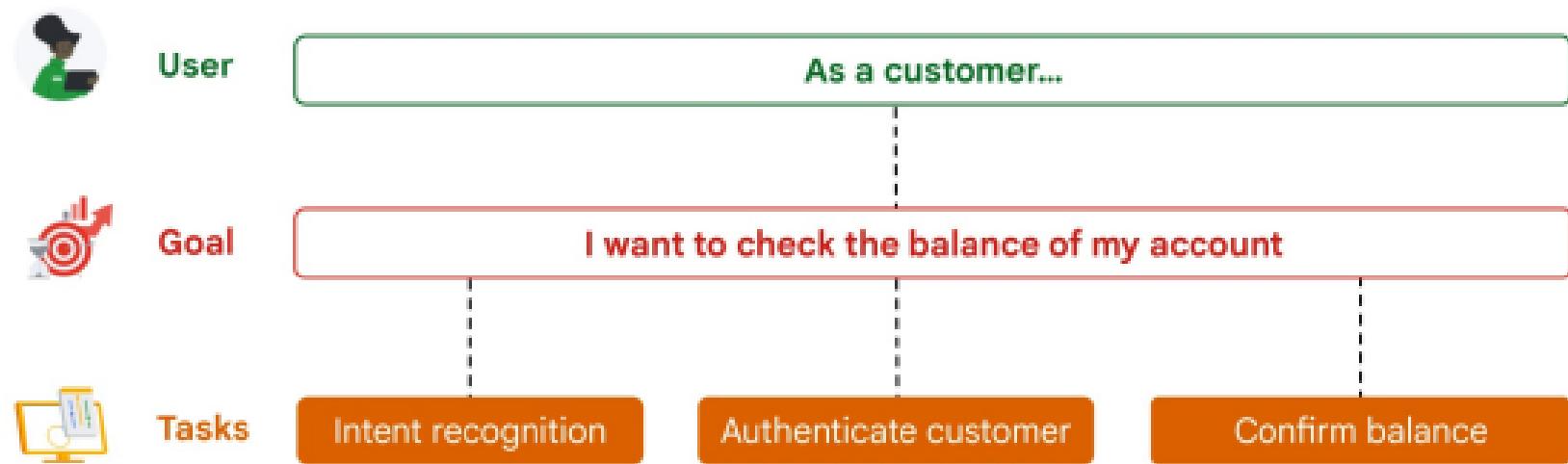
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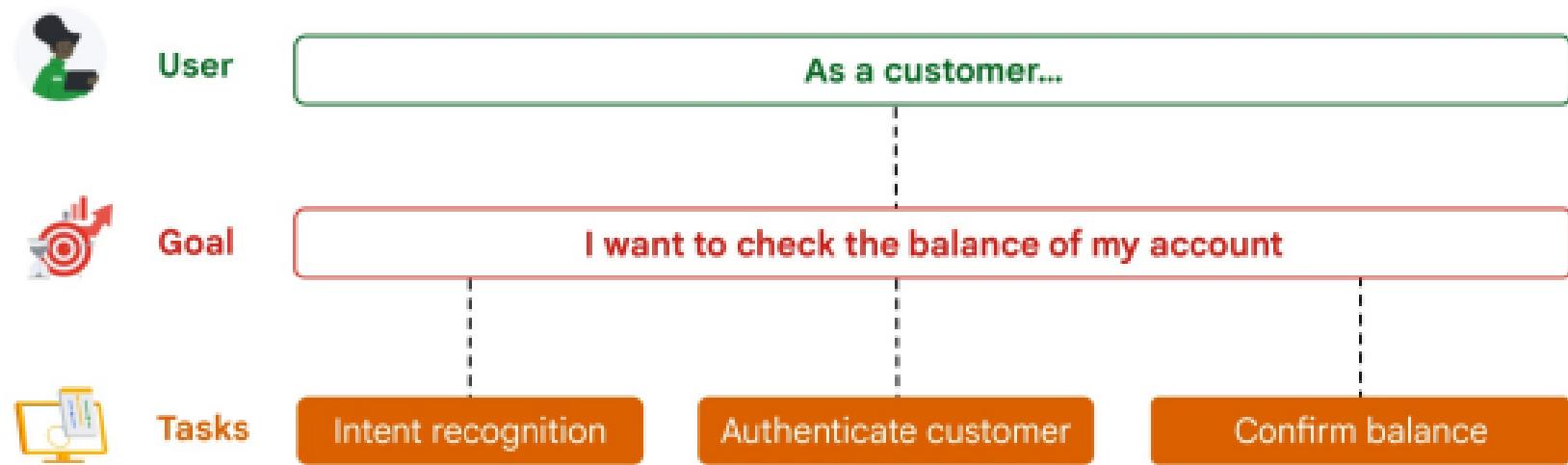
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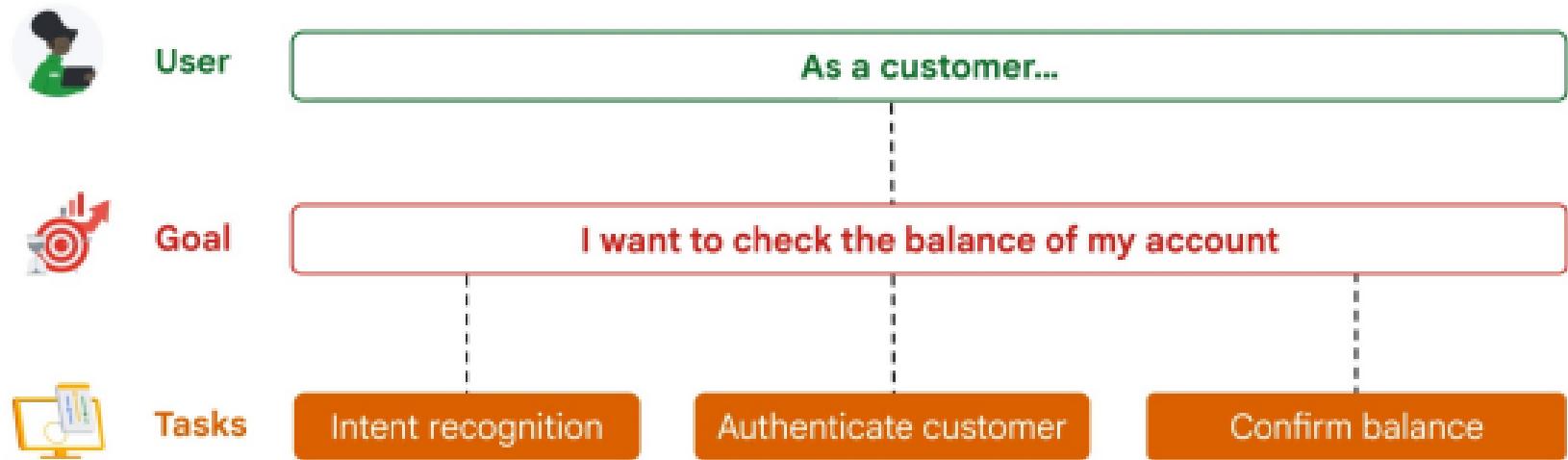
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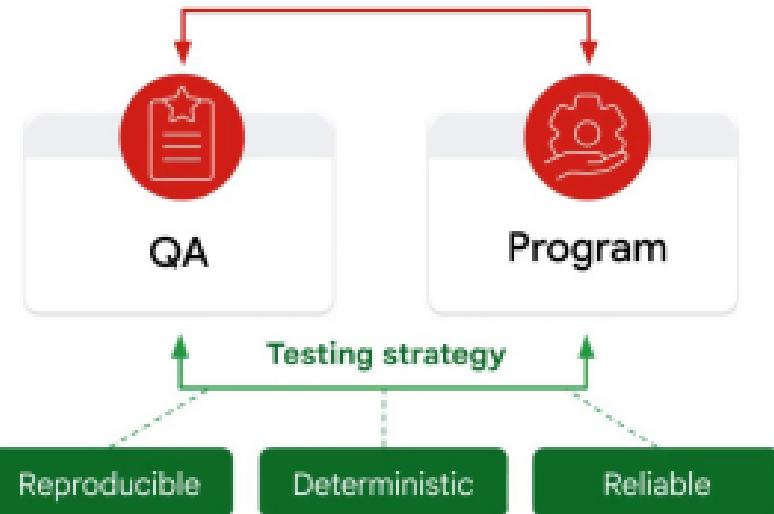


# Steps to creating a CUJ “first” approach to testing

## Step 1: Create a catalog



Contract between quality assurance (QA) and development:

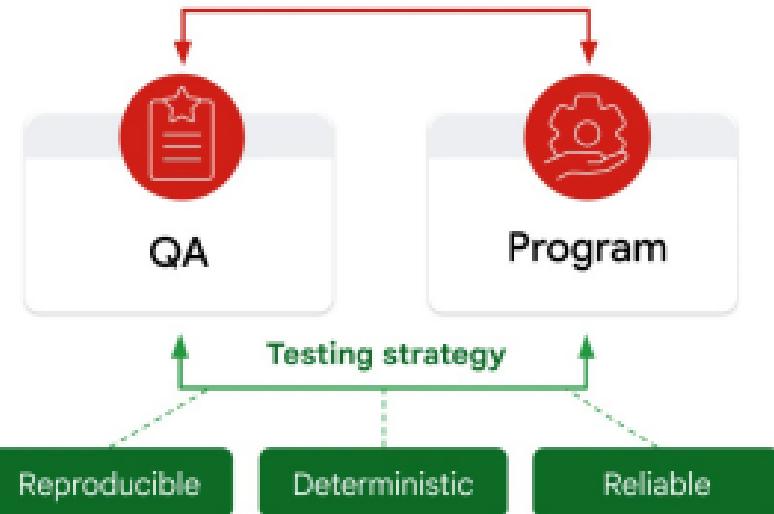


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# Steps to creating a CUJ “first” approach to testing

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Production traffic



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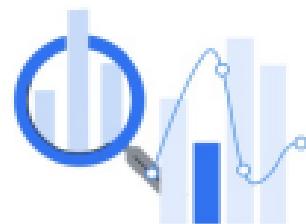
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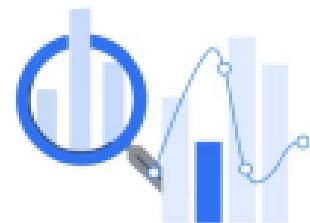
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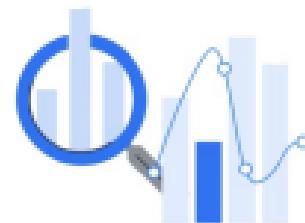
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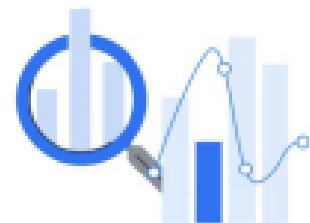
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# Steps to creating a CUJ “first” approach to testing

## Step 3: Reporting

Once defined, CUJs reporting includes documenting both failing and successful scenarios:

- **Failures:** Document failures to assess and improve upon.
- **Successes:** Document successful tests with a date and timestamp.



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# Translate CUJs into test cases

## Definition

- A requirements traceability matrix (RTM) provides a mapping between customer's requirements and test cases.
- The goal is to have test coverage for all requirements with as many variations as possible.

## Benefits

- Ensures test coverage aligns with real user needs.
- Helps prioritize testing efforts based on critical user paths.
- Catches potential failures early in the development cycle.

## Requirements traceability matrix

CUJ task	Testing method	Test case	Test case objective

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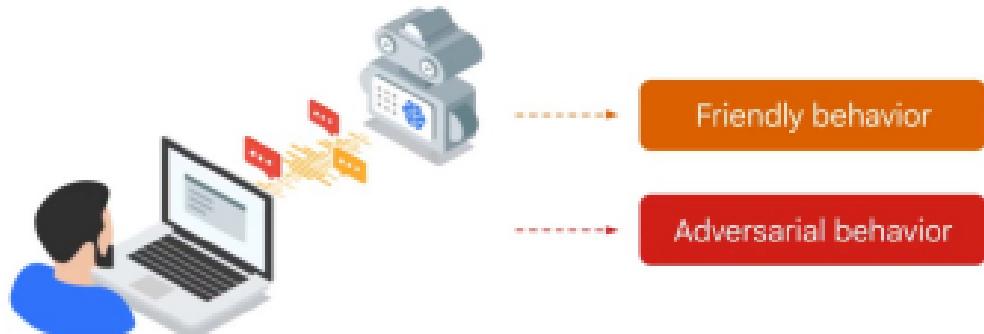
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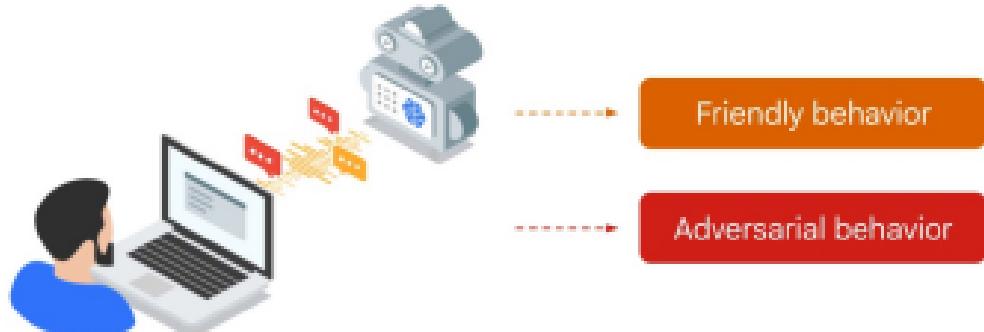
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**Google** Cloud