**RELEASE NOTES**

**High level features**:

1. **Knowledge-Based Responses** – The chatbot retrieves and delivers answers based on a structured knowledge base for accurate and relevant responses.
2. **User Feedback on Responses** – Users can submit feedback on chatbot replies along with additional comments in a feedback box to specify the reason for their response
3. **Related Question Suggestions** – The chatbot offers follow-up questions
4. **Live Agent Handoff** – Transfers complex queries to a human agent for real-time assistance when needed.
5. **Related Links in Responses** – Each chatbot reply includes relevant links to additional resources for more in-depth information.

**Testing areas:**

1. **Functional Testing** – Ensures the chatbot correctly understands user queries and provides accurate responses.

Includes: Ambiguous Question Handling, Out-of-Context Question Testing, Multiple Queries in a Single Question Testing

1. **UI/UX Testing** – Verifies the chatbot's interface, responsiveness, readability, and overall user experience across web and mobile.
2. **Behavioral Testing** – Tests how the chatbot adapts to different user behaviors, such as aggressive, happy, repetitive, or impatient interactions, to ensure appropriate responses.
3. **Security Testing** – Tested for vulnerabilities such as injection attacks and cross-site scripting (XSS).
4. **Error Handling & Fallback Testing** – Ensures the chatbot gracefully handles invalid inputs andprovides fallback responses to guide users effectively.
5. **Language Testing** – Confirms the chatbot replies in the language of the user
6. **Interrupt Handling Testing** – Verifies how the chatbot manages interruptions when users change topics mid-conversation.
7. **Typo Handling Testing** – Ensures the chatbot can handle misspellings, and typing mistakes.
8. **Knowledge Base Testing** – Validates the chatbot’s ability to fetch relevant information from its knowledge base.
9. **Feedback & Response Evaluation Testing** – Ensures that users can submit feedback on responses.
10. **Live Agent Handoff Testing** – Verifies that the chatbot seamlessly escalates complex or unresolved queries to a human agent when needed.

**Known bugs:**

Please refer to the link attached for the list of known bugs

[https://docs.google.com/spreadsheets/d/1vJBTh25-LxmGOZongf6M2avGi935Smm\_22dJqZ01nBg/edit?gid=0#gid=0](https://docs.google.com/spreadsheets/d/1vJBTh25-LxmGOZongf6M2avGi935Smm_22dJqZ01nBg/edit?gid=0%23gid=0)