****Alpha Testing**** is a type of acceptance testing; performed to identify all possible issues and bugs before releasing the final product to the end users. Alpha testing is carried out by the testers who are internal employees of the organization. The main goal is to identify the tasks that a typical user might perform and test them.

**TEST CASES:**

The NLP module which the chatbot uses processes the answer which is provided by the user and gives a relevant reply. Defining these replies to par with the answers provided is the job of the developer. The developer testing here is mostly verification and validation. In simple terms, this is, testing if the bot provides the correct answer to the right question

The following problems arises:

## 1. Conversational understanding:

Chatbots are based on conversations. Therefore, it is very important to test conversational flow of a chatbot and it should not be interrupted.An appropriate conversation flow is one that talks tactfully and keeps the user engaged with relevant replies.

FIRST SCREENSHOT CONVO

1. **Understanding :**

**the chatbot can only understand the question if it is asked in a proper interrogative way with a proper tag word in it.**

**does your chatbot understand any kind of user input — curse words, small talk, idioms, emojis…?**

**Screenshot-2**

1. Bot- accuracy:

Chatbots we build are meant to reply utilizing the predefined utterances. Out of the predicted utterances, the number of utterances which the bot gets correct is said to be the accuracy of the bot. While developing and testing the bot, it is very important to maintain a high accuracy for the chatbot.

Screenshot-3

1. IRRELEVANT ANSWERS:
2. a bot can answer a question thrown at him, in different ways,  
   1. No response at all  
   2. An invalid response  
   3. An invalid response for a valid question  
   4. A valid response for a valid question

Screenshot-4

1. BOT SPEED:

Another major concern of the users is the speed at which the bot replies to the messages.

1. 5. ERROR MANAGEMENT:This is one of the most important features of a chatbot, which needs a lot of testing on. And this is where many chatbots go wrong. chatbots should be readied at whatever point the error occurs with various procedures to repair the circumstance. The reply should make sense with regard to the situation and should be able to process any other message which is typed in by the user.