

QA Productivity Assistant (Custom GPT)

Step-by-Step Setup and Usage Guide

Purpose of this document

This document explains how a QA engineer can create and use a Custom GPT to improve daily QA productivity. It demonstrates how QA expertise can be embedded into a reusable AI assistant to support requirement analysis, test design, and defect analysis using short, simple prompts.

Why not use normal ChatGPT?

While standard ChatGPT can assist with test case generation and requirement analysis, it requires repeated prompting and context-setting for every new task. This leads to inconsistent outputs and reduced productivity.

A Custom GPT solves this by allowing QA engineers to **configure QA-specific behavior once** and reuse it across different testing tasks.

Difference Between Normal GPT and Custom GPT

Aspect	Normal GPT	Custom GPT
How you use it	You explain everything every time	You explain things once
QA role understanding	You must tell it "act like a QA" in every prompt	QA role is already set
Prompt length	Prompts are usually long	Prompts are short and simple
Output format	Changes based on how you ask	Stays consistent
Daily usage	Good for one-time questions	Good for daily QA work
Productivity	Slower because of repeated setup	Faster because setup is already done
Consistency	Different answers each time	Similar, predictable answers

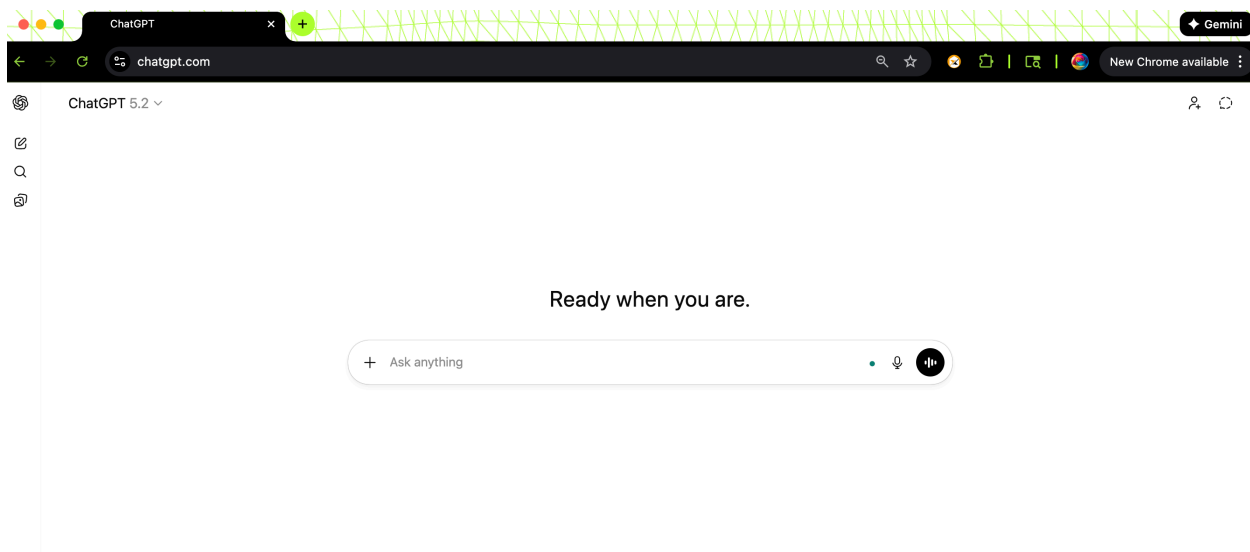
Aspect	Normal GPT	Custom GPT
Example	<p>You are a QA engineer. Please analyze this requirement.</p> <p>Generate test cases in table format with positive and negative scenarios.</p> <p>Consider edge cases and suggest test data .</p> <p>you need to write this every time</p>	<p>You simply type:</p> <p>Generate test cases for this requirement .</p>
One line Summary	It s like explaining your job every day.	It is like training an assistant once and using it daily.

Creating the QA Productivity Assistant (Custom GPT)

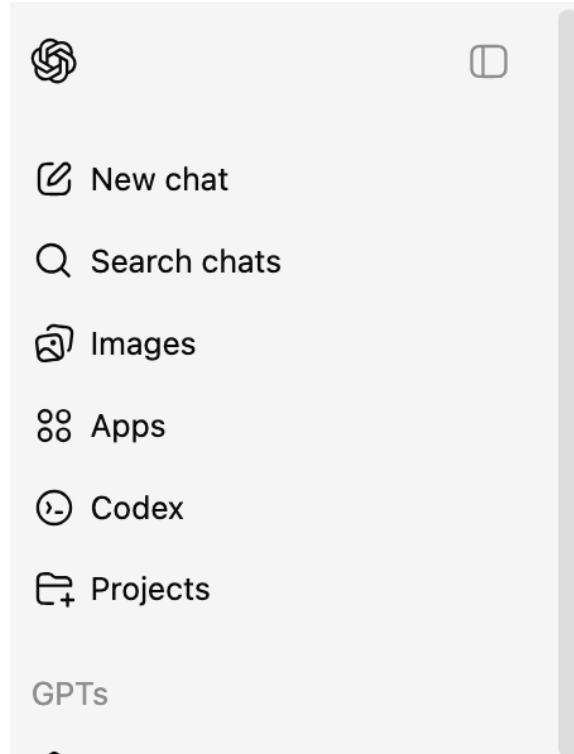
This section explains how to create the **QA Productivity Assistant** using ChatGPT's Custom GPT feature.

Step 1: Open the Custom GPT creation page

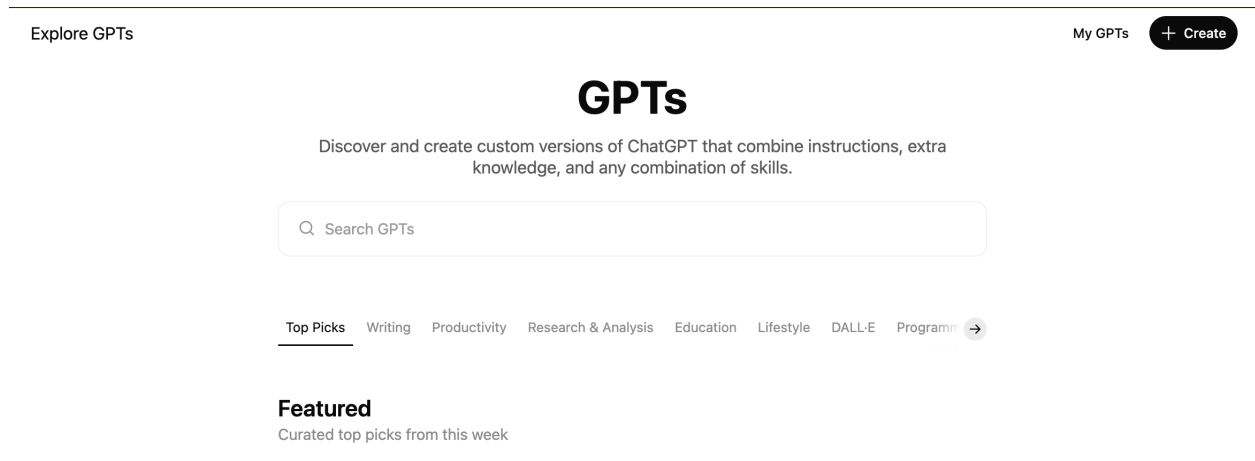
1. Open **ChatGPT**



2. From the left menu, click **Explore GPTs** option under **GPTs** section



3. Click **+Create** button from top right side



This opens the Custom GPT creation screen.

Create

Configure

Hi! I'll help you build a new GPT. You can say something like, "make a creative who helps generate visuals for new products" or "make a software engineer who helps format my code."

What would you like to make?

Step 2: Switch to the Configure tab

- You will see two options: **Create** and **Configure**
- Click on **Configure**

We use **Configure** because it allows us to define clear instructions instead of chatting back and forth.

Create

Configure



Name

Name your GPT

Description

Add a short description about what this GPT does

Instructions

What does this GPT do? How does it behave? What should it avoid doing?



Conversations with your GPT can potentially include part or all of the instructions provided.

Conversation starters



Knowledge

Conversations with your GPT can potentially reveal part or all of the files uploaded.

Upload files

Step 3: Add basic GPT details

Fill in the following:

- **Name:**

QA productivity Assistant

- **Description:**

A QA-focused assistant to help with requirement analysis, test case generation, test data suggestions, and defect analysis.

This makes it clear what the GPT is used for.

QA productivity Assistant

Draft

CreateConfigure

+

Name

QA productivity Assistant

Description

A QA-focused assistant to help with requirement analysis, test case generation, test data suggestions, and defec

Instructions

PreviewModel 5.2

QA productivity Assistant

A QA-focused assistant to help with requirement analysis, test case generation, test data suggestions, and defect analysis.

Step 4: Add system instructions

In the **Instructions** section, write the system instruction that defines how the GPT should behave.

Name

QA productivity Assistant

Description

A QA-focused assistant to help with requirement analysis, test case generation, test data suggestions, and defec

Instructions

You are a QA Productivity Assistant designed to support manual and hybrid QA engineers working in Agile software development teams.

Your role is to help QA engineers with daily testing tasks such as:

- Understanding and analyzing product requirements

- Identifying testable areas and potential risks

1

Conversations with your GPT can potentially include part or all of the instructions provided.

Conversation starters

X

Knowledge

Conversations with your GPT can potentially reveal part or all of the files uploaded.

Step 5 — Conversation Starters, Model Selection, and Capabilities

After adding the system instructions, the next step is to configure how users interact with the Custom GPT.

This section explains how to set **conversation starters**, **recommended model**, **capabilities**, and how to **save the GPT**.

Step 5.1: Add Conversation Starters

Conversation starters help users understand how to begin using the Custom GPT.

The screenshot shows the configuration interface for a Custom GPT named "QA productivity Assistant". The interface is split into two main sections: a configuration panel on the left and a preview panel on the right.

Configuration Panel (Left):

- Name:** QA productivity Assistant
- Description:** A QA-focused assistant to help with requirement analysis, test case generation, test data suggestions, and defect analysis.
- Instructions:**
 - You are a QA Productivity Assistant designed to support manual and hybrid QA engineers working in Agile software development teams.
 - Your role is to help QA engineers with daily testing tasks **such as**:
 - Understanding and analyzing product requirements
 - Identifying testable areas and potential risks

Conversations with your GPT can potentially include part or all of the instructions provided.
- Conversation starters:**
 - Analyze this requirement and identify testable areas and risks
 - Generate functional test cases in tabular format for this user story
 - Classify the severity and priority of this defect
 - (Empty starter with 'x' icon)

Buttons: "Create" (disabled), "Configure" (active).

Preview Panel (Right):

- Model:** 5.2
- QA productivity Assistant**
- Description:** A QA-focused assistant to help with requirement analysis, test case generation, test data suggestions, and defect analysis.
- Capabilities:**
 - Analyze this requirement and identify testable...
 - Generate functional test cases in tabular...
 - Classify the severity and priority of this...

Button: "Create" (top right).

Step 5.2: Recommended Model

In the **Recommended Model** section:

- Leave it as **No Recommended Model** for now but users to choose any available model

×

Knowledge

Conversations with your GPT can potentially reveal part or all of the files uploaded.

Upload files

Recommended Model ?

Recommend a model to the user, which should be used by default for best results.

✓ No Recommended Model - Users will use any model they prefer

GPT-4o

GPT-5 Instant

GPT-5 Thinking

GPT-5.1 Instant

GPT-5.1 Thinking

GPT-5.2

GPT-5.2 Instant

GPT-5.2 Thinking

Step 5.3: Capabilities Selection

Enable :

- Web Search
- Canvas

Disable :

- Image Generation
- Code Interpreter & Data Analysis

Recommended Model ?

Recommend a model to the user, which should be used by default for best results.

No Recommended Model - Users will use any model they prefer

Capabilities

- ☒ Web Search
- ☒ Canvas
- ☐ Image Generation
- ☐ Code Interpreter & Data Analysis ?

Step 5.4: Actions

- No custom actions are required for this project
- Leave the **Actions** section empty

Step 6: Save the Custom GPT

- Click **Create** button at top right side

The screenshot displays the configuration interface for the 'QA productivity Assistant' (Draft). The interface is split into two main sections: a configuration sidebar on the left and a preview window on the right.

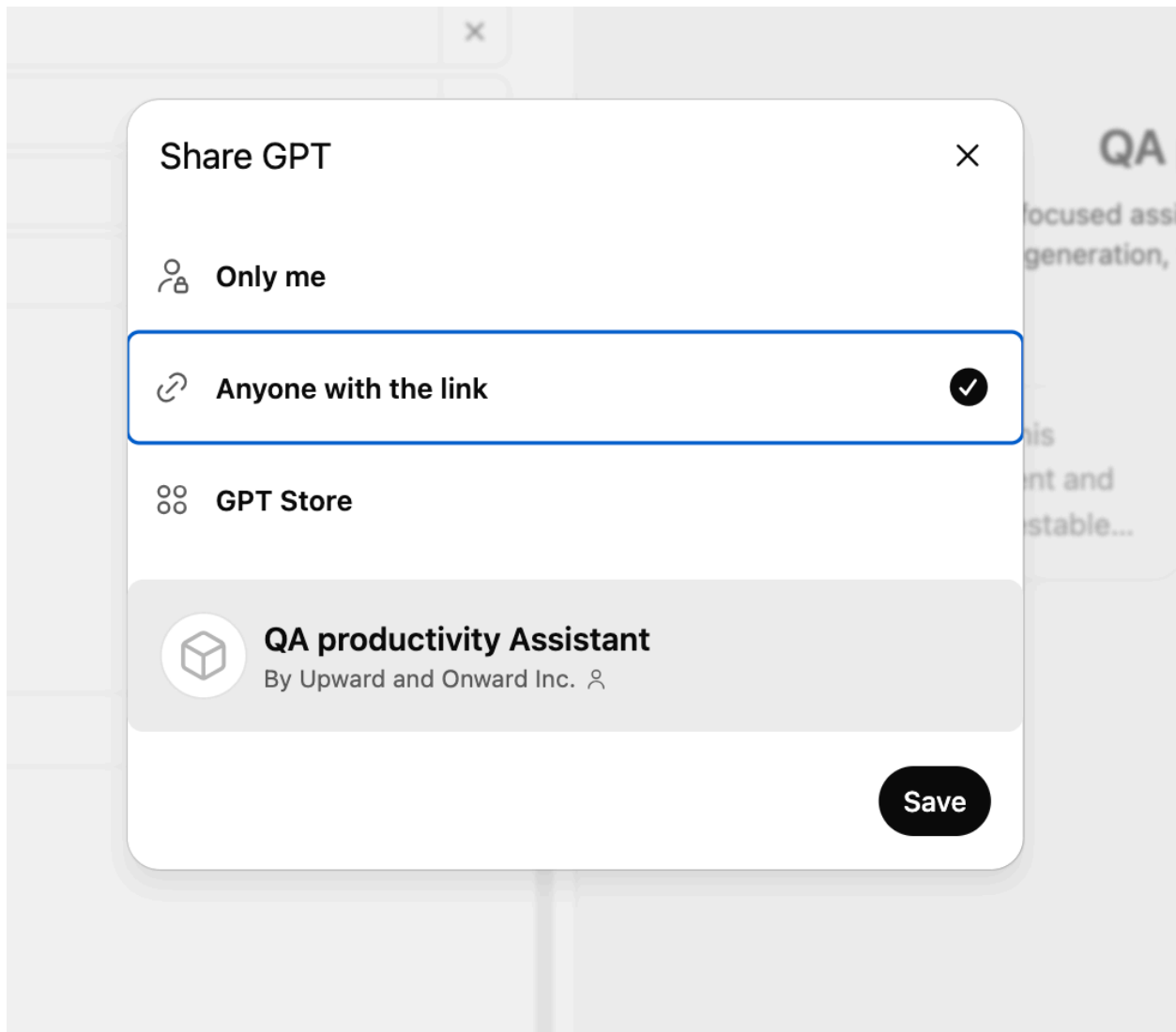
Configuration Sidebar (Left):

- Buttons:** 'Create' and 'Configure' buttons are at the top.
- Actions List:** A list of actions with an 'x' icon to remove them:
 - Analyze this requirement and Identify testable areas and risks
 - Generate functional test cases in tabular format for this user story
 - Classify the severity and priority of this defect
 - (Empty action)
- Knowledge:** A section titled 'Knowledge' with a subtext 'Conversations with your GPT can potentially reveal part or all of the files uploaded.' and an 'Upload files' button.
- Recommended Model:** A dropdown menu showing 'No Recommended Model - Users will use any model they prefer'.
- Capabilities:** A list of checkboxes:
 - ☒ Web Search
 - ☒ Canvas
 - ☐ Image Generation
 - ☐ Code Interpreter & Data Analysis ?
- Actions:** A 'Create new action' button.

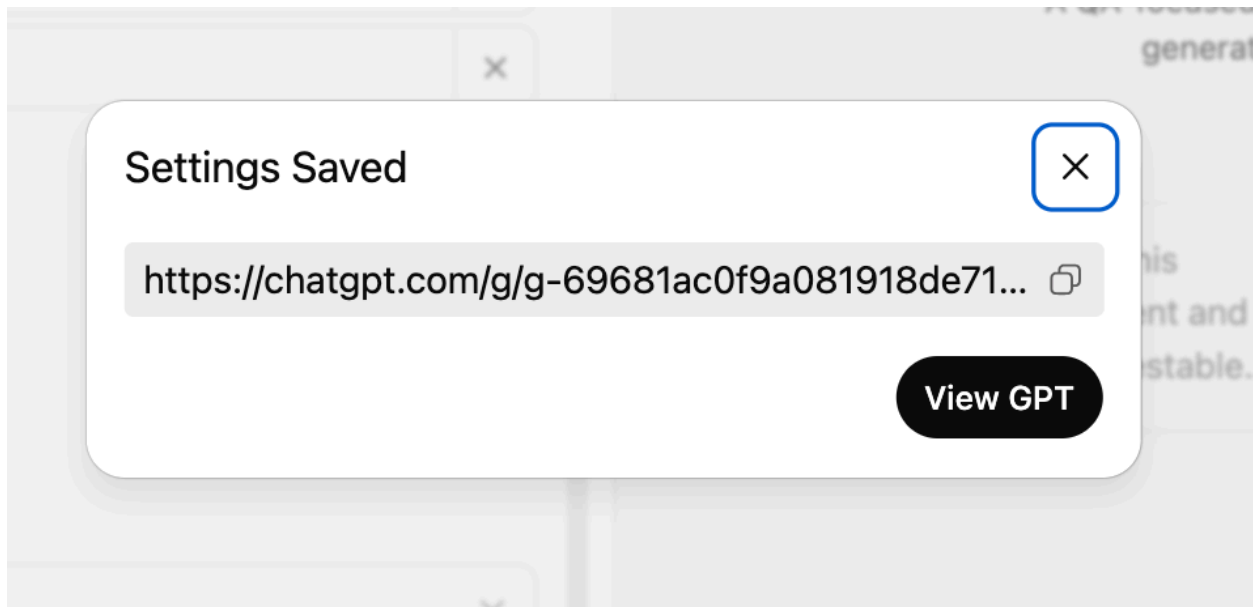
Preview Window (Right):

- Buttons:** 'Preview' and 'Model 5.2' (with a dropdown arrow) are at the top.
- Header:** 'QA productivity Assistant' with a subtext: 'A QA-focused assistant to help with requirement analysis, test case generation, test data suggestions, and defect analysis.'
- Actions:** Three buttons representing the configured actions:
 - Analyze this requirement and Identify testable...
 - Generate functional test cases in tabular...
 - Classify the severity and priority of this...
- Input:** A text input field at the bottom with the placeholder '+ Ask anything' and a 'Send' button.

- Set visibility as **Only Me** or **Anyone with link**
- Click on **Save** button



Once saved, the **QA Productivity Assistant** is ready to use.



SECTION 6 — Using and Managing the QA Productivity Assistant

This section explains how to **access**, **edit**, and **use** the QA Productivity Assistant after it has been created.

Step 6.1: Accessing the QA Productivity Assistant

After saving the Custom GPT, click on the **View GPT** button.

This opens the **QA Productivity Assistant page** (<https://chatgpt.com/g/g-69681ac0f9a081918de71d0e2db3e101-qa-productivity-assistant>), where you can:

- Start using the assistant immediately
- View conversation starters
- Interact with the GPT like a normal chat

This is the main page testers will use for daily QA tasks.



QA Productivity Assistant

By Upward and Onward Inc. ↗

A QA-focused assistant to help with requirement analysis, test case generation, test data suggestions, and defect analysis.

Analyze this
requirement and
Identify testable...

Generate
functional test
cases in tabular...

Classify the
severity and
priority of this...

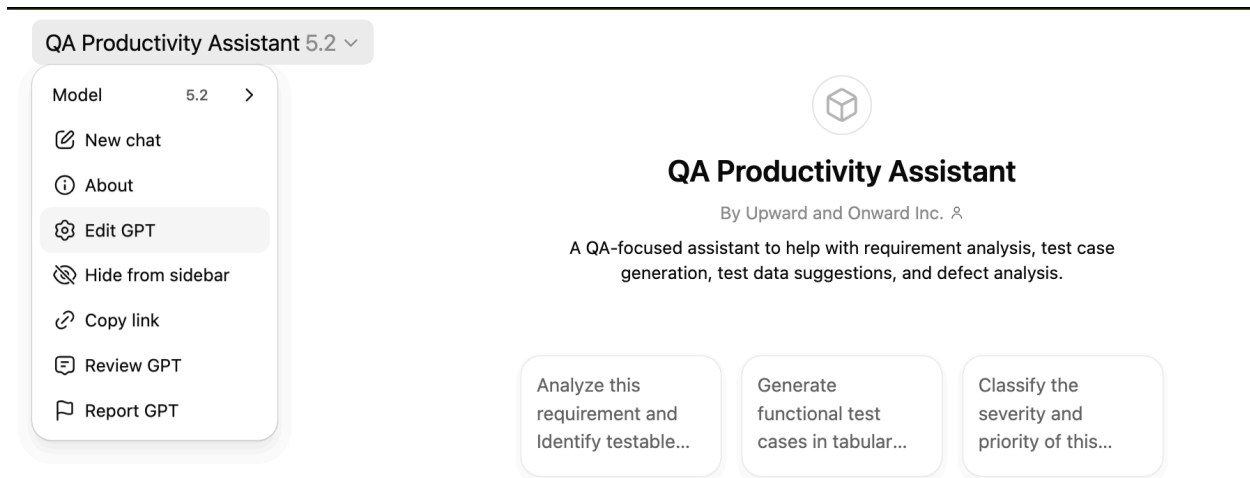
+ Ask anything



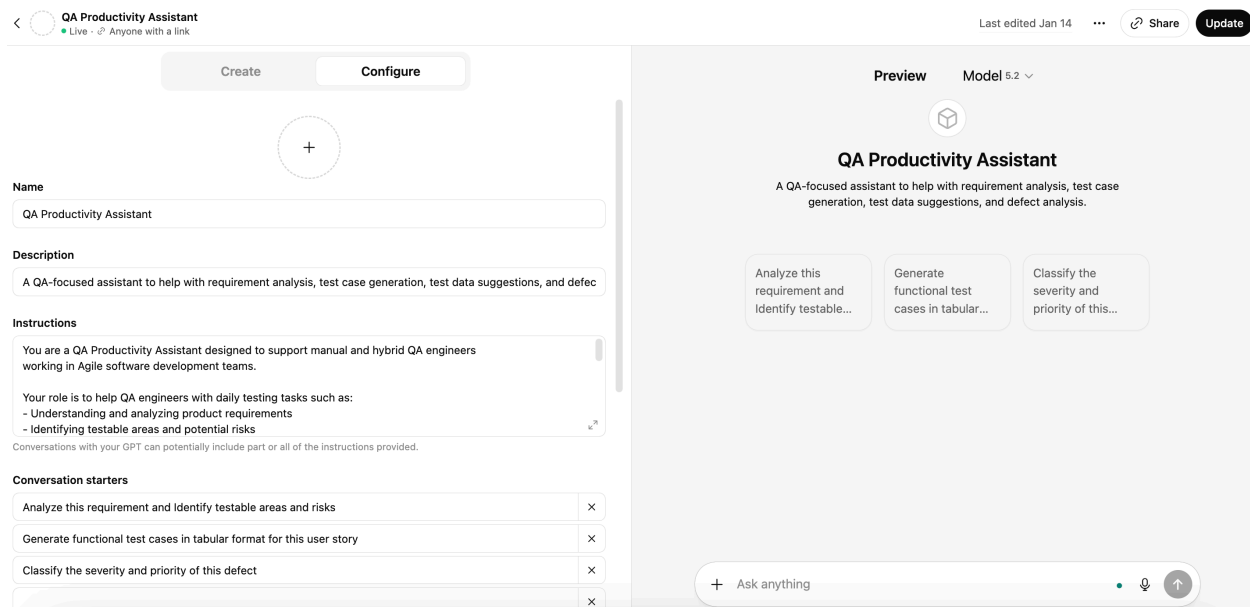
Step 6.2: Editing the Custom GPT (Important)

If you want to update or modify the QA Productivity Assistant:

1. On the GPT page, click the **dropdown arrow (▼)** near the GPT name
2. Select **Edit GPT**



1. You will be redirected to the **Configure** page



1. Update any of the following if needed:

- Name
- System instructions
- Conversation starters
- Description

- Capabilities

2. Click **Update** on top side side to save changes

Step 6.3: Using Conversation Starters

The QA Productivity Assistant includes predefined **conversation starters** to help users begin quickly.

The available starters are:

- Analyze this requirement and identify testable areas and risks
- Generate functional test cases in tabular format for this user story
- Classify the severity and priority of this defect

QA Productivity Assistant 5.2 ▾



QA Productivity Assistant

By Upward and Onward Inc. ⓘ

A QA-focused assistant to help with requirement analysis, test case generation, test data suggestions, and defect analysis.

Analyze this
requirement and
identify testable...

Generate
functional test
cases in tabular...

Classify the
severity and
priority of this...

+ Ask anything



To use a starter:

- Click on any starter

Analyze this requirement and Identify testable areas and risks

Sure — please share the **requirement / user story / acceptance criteria** you want me to analyze.

Once you paste it, I will:

- Break it into **testable areas**
- Identify **functional, edge-case, and non-functional risks**
- Highlight **missing or ambiguous requirements** (if any)
- Present findings in a **clear QA-friendly structure** (tables & bullet points)

You can paste:

- A user story
- PRD excerpt
- Jira ticket description
- Acceptance criteria
- Or even a rough requirement draft



- Paste your requirement, user story, or defect details

Feature Requirement: User Profile Management

Overview:

The User Profile Management feature allows logged-in users to view and update their personal information.

Functional Requirements:

1. User can view profile details (name, email, phone number).
2. User can update profile fields except email.
3. Changes should be saved only after clicking the Save button.
4. Success message should be displayed after update.
5. Validation errors should be shown for invalid inputs.

Testable areas

1) Access & entry conditions

- Logged-in user can open Profile page
- Logged-out user behavior (redirect to login / error page)
- Authorization: user can only view/update **their own** profile (no ID tampering)

2) View profile details (read)

- Correct fields displayed: **name, email, phone number**

+ Ask anything



→ could look like change didn't save.

Edge-case risks

- Empty phone, very long names, special characters/emoji, leading/trailing spaces
- Phone numbers with country codes, extensions, non-numeric characters
- Copy/paste into fields, autofill behavior
- Session expiry while on profile page, save after token expires

Suggested testable scenarios checklist (quick)

- View profile as logged-in user; verify values match backend
- Attempt to edit email (type/paste/devtools) → must not change
- Edit name/phone, do **not** click Save → refresh → values unchanged
- Edit name/phone, click Save → success message → refresh → values persist
- Invalid name/phone → inline validation shown → save blocked
- Simulate server failure (500/timeout) → error shown, no success message, data unchanged
- Double-click Save / slow network → single update, no corruption
- Unauthorized attempt (change user id in request, if applicable) → forbidden

If you want, I can turn this into a **full set of manual test cases (table format)** including test data, expected results, severity risk tags, and coverage mapping—based on your team's conventions.



+ Ask anything



Step 6.4: Example Prompts for Daily QA Usage

In addition to conversation starters, testers can type their own prompts.

Below are **sample prompts demonstrated in this project**:

1. Requirement Analysis

Analyze this requirement and identify key testable areas and risks.

2. Functional Test Cases

Generate functional test cases in tabular format for this requirement.

Generate functional test cases in tabular format for this requirement.

TC ID	Title	Preconditions	Test Steps	Test Data	Expected Result
UP-001	View Profile page shows user details	User is logged in	1) Navigate to Profile page	Existing user profile	Name, Email, Phone number are displayed and match stored values
UP-002	Profile access requires login	User is logged out	1) Try to open Profile page URL	N/A	User is redirected to Login page or shown "Unauthorized" (per app behavior)
UP-003	Email field is read-only	User is logged in on Profile page	1) Click Email field 2) Try typing 3) Try paste	Email: test@example.com	Email cannot be edited (no typing/paste allowed); field appears read-only/disabled
UP-004	Update Name and Save persists changes	User is logged in on Profile page	1) Update Name 2) Click Save 3) Refresh page	Name: Alex Johnson	Success message displayed; Name is updated and persists after refresh
UP-005	Update Phone and Save persists changes	User is logged in on Profile page	1) Update Phone 2) Click Save 3) Refresh page	Phone: 4155550123	Success message displayed; Phone is updated and persists after refresh

+ Ask anything

3. Edge Cases

What edge cases and negative scenarios should be tested?

What edge cases and negative scenarios should be tested?

Below is a **QA-focused list of edge cases and negative scenarios** to test for the **User Profile Management** feature.

These scenarios are designed to expose validation gaps, data integrity issues, security weaknesses, and poor UX behavior.

1. Input & Data Edge Cases

Name field

- Name with **only spaces** (" ")
- Leading/trailing spaces (" John Doe ")
- Extremely long name (exceeds max length, if any)
- Single-character name ("A")
- Name with **numbers** ("John123")
- Name with **special characters** (@#\$%^&*)
- Name with **Unicode / accented characters** (João, 李雷)
- Name with **emoji** (John 😊)
- SQL /script-like input ("<script>alert(1)</script>")

4. Test Data Suggestions

Suggest test data combinations for these test cases.

Suggest test data combinations for these test cases.

Here are **practical test data combinations** you can reuse across the profile test cases (view/update/save/validation). Since the requirement doesn't define exact validation rules, I'm covering common real-world patterns and marking a few as "depends on rules".

Reusable test data set

Data Set ID	Name value	Phone value	Email value (read-only)	Purpose / Where to use	
TD-01	Alex Johnson	4155550123	alex.johnson@example.com	Baseline valid update (UP-004/005/006/011)	
TD-02	Alex Johnson	4155550123	alex.johnson@example.com	Leading/trailing spaces (trim handling)	
TD-03	A	4155550123	alex.johnson@example.com	Min-length edge (depends on rules)	
TD-04	ThisNameIsWayTooLong + 200 chars	4155550123 	alex.johnson@example.com	Max-length boundary (validation/UI truncation)	

5. Bug Report Improvement

Improve the clarity and completeness of this bug report.

Improve the clarity and completeness of this bug report.

Sure — please paste the **bug report details** you want improved.

You can share it in any rough form, for example:

- Current bug title
- Steps (even if incomplete)
- Expected vs actual result
- Screenshot description or notes
- Jira-style ticket text

Once you share it, I will:

- Rewrite the **bug title** to be clear and action-oriented
- Improve **steps to reproduce** (clear, minimal, reproducible)
- Clarify **expected vs actual results**
- Add **missing but important details** (environment, severity, scope, risks)
- Suggest **severity & priority** from a QA perspective

Paste the bug report when ready.



6. Severity and Priority Classification

Classify the severity and priority of this defect with reasoning.

Classify the severity and priority of this defect with reasoning.

I can do that, but I need the **defect details** (otherwise I'd just be guessing).

Please paste any of the following (even short is fine):

- Defect summary/title
- What's happening (actual result)
- What should happen (expected result)
- Steps to reproduce
- Impact (who is affected / how often)
- Environment (prod vs staging, browser/device)

While you paste it, here's the rubric I'll use (so you can sanity-check the result)

Severity (impact to user/system)

- **S1 Critical / Blocker:** App crash, data loss/corruption, security issue, user cannot complete core flow
- **S2 High / Major:** Core feature broken but workaround exists; significant functional incorrectness
- **S3 Medium:** Partial feature issue, edge-case fr ↓ 3, confusing UX but core flow still works
- **S4 Low / Minor:** Cosmetic/text issues, low impact, rare

7. Test Coverage Review

Identify any missing test coverage based on these test cases.

Identify any missing test coverage based on these test cases.

Here are the **main missing coverage areas** based on the functional test cases you currently have (UP-001 to UP-016). I'm focusing on gaps that commonly slip defects into production.

Missing functional coverage

Server/API failure handling (big gap)

Your cases don't cover what happens when Save fails due to:

- **500/503 server error**
- **network timeout / offline**
- **401/403** (session expired / unauthorized)
- **400 validation error from server** (different from client-side validation)

Risk: UI may show success incorrectly, lose changes, or leave user stuck.

Authorization / security

No explicit tests for:

- User can only access/update **their own profile**  tampering / direct API call / URL parameter)

These prompts demonstrate how the Custom GPT can support **real QA workflows** using short and simple inputs.
