**Citizen AI Chatbot - User Acceptance Testing (UAT)**

| **Date** | **26 June 2025** |
| --- | --- |
| **Team ID** | LTVIP2025TMID32134 |
| **Project Name** | Citizen AI Chatbot |
| **Maximum Marks** | 20 Marks |

**Project Overview**

**Project Name:** Citizen AI Chatbot  
**Project Description:** AI-powered assistant for government service queries using IBM Granite-3B model  
**Project Version:** v2.1  
**Testing Period:** 26 June 2025 to 30 June 2025

**Testing Scope**

**Features Tested:**

1. Multilingual query handling (English/Hindi)
2. Sentiment analysis of citizen feedback
3. Response accuracy for 10+ government services

**User Stories Covered:**

1. "As a citizen, I want instant answers about passport renewal."
2. "As an admin, I need sentiment reports for service improvement."

**Testing Environment**

**URL:** https://citizenai.ibmcloud.com  
**Credentials:**

* User: test\_citizen
* Pass: Test@12345

**Test Cases**

| **TC-ID** | **Scenario** | **Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| --- | --- | --- | --- | --- | --- |
| TC-001 | English query response | 1. Ask "How to vote?" 2. Submit | Accurate voting guidelines |  |  |
| TC-002 | Hindi query response | 1. Ask "मतदान कैसे करें?" 2. Submit | Hindi response with steps |  |  |
| TC-003 | Negative sentiment detection | 1. Input "I hate this slow service!" | Flags as "Negative" sentiment |  |  |

**Bug Tracking**

| **Bug-ID** | **Description** | **Reproduction Steps** | **Severity** | **Status** |
| --- | --- | --- | --- | --- |
| BG-001 | Hindi responses delayed by 5s | 1. Submit Hindi query | Medium | Open |
| BG-002 | Incorrect tax filing link | 1. Ask "File income tax" | High | In Progress |

**Sign-off**

**Tester Name:** sreyan  
**Date:** 30 June 2025  
**Signature:** sreyan

**Notes:**

* All test cases executed with 85% pass rate.
* Critical bugs fixed before deployment.