**Citizen AI Chatbot – Functional & Performance Testing**

**Date**: 26 June 2025  
**Team ID**: LTVIP2025TMID32134  
**Project Name**: Citizen AI Chatbot  
**Maximum Marks**: 15 Marks

**Test Scenarios & Results**

| **Test Case ID** | **Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| --- | --- | --- | --- | --- | --- |
| FT-01 | Text Input Validation | Enter valid/invalid queries (e.g., "How to vote?" vs "123#$$") | Accepts valid text, rejects gibberish |  |  |
| FT-02 | Multilingual Support | Test in English/Hindi | Accurate responses in both languages |  |  |
| FT-03 | Service Query Handling | Ask "Documents for passport renewal?" | Lists requirements with official links |  |  |
| FT-04 | API Connection | Toggle valid/invalid IBM Granite API key | Works only with valid key |  |  |
| PT-01 | Response Time | Measure 100 concurrent queries | ≤2 seconds avg response |  |  |
| PT-02 | Load Test | Simulate 1,000 users/5 mins | No crashes, CPU <90% |  |  |
| PT-03 | Sentiment Analysis | Input frustrated feedback | Detects "Negative" se |  |  |