Municipality Permit ChatBot

UMGC City Application

Version 1.0

Test Report

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# Document Version History

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Author** | **Description** |
| 08/03/2020 | 1.0 | Matt Slaymaker (Test Lead) & Nathaniel Muesing (Software lead & Test Team) | Initial Release |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Introduction

The Municipality Permit Chatbot System (MPCS) consists of a chatbot application that city residents will interact with, as well as a downloadable component that allows city officials to customize the offerings of the chatbot.

The system is composed of two primary subsystems, the City Resident Chatbot and the City Official Interface. The purpose of the City Resident Chatbot subsystem is to facilitate access to the features by residents, while the City Official Interface is to facilitate access to the features of the system by city officials.

MPCS is a software application that assists end-users in navigating the local city website (e.g., Pasadena) by answering questions and providing information when inquired. Questions provided by the end-user are administered via a popup website chatbox. The chatbot convincingly acknowledges and interfaces with the end-user comparable to a human customer representative by determining whether to provide a direct answer or reference search results from within the website. Furthermore, the chatbot is linked to other applications within the website to provide accurate information to the end-user. The Chatbot System (CS) will also contain options that will be customizable by its Stakeholders (e.g., City Officials) through a downloadable client.

## Purpose

The purpose of this document is to outline the results of the expected tests as detailed in the User Acceptance Test Plan for this project.

## 

# Overview of Tests Results

## Tests Summary

This report summarizes the testing results carried out during Milestone 4 of the project (07/20/20-8/4/20).

**Below are the results of these tests summarized as; tests executed, passed, and failed,**

|  |  |  |
| --- | --- | --- |
| **# Tests Executed** | **# Tests Passed** | **# Tests Failed** |
| 14 | 14 | 0 |
|  |  |  |

### *Detailed Test Results*

For each executed test, this document contains:

* Test identification
* Test title
* Expected Output
* Actual Output
* Passed or Failed

## City Official (CO) Subsystem Tests:

### City Official Subsystem: Account Registration

|  |  |
| --- | --- |
| Test ID | CO Case 1 |
| Title | City Official Subsystem: Account Registration |
| Expected Output | Registration information entered. Notification of successful registration when “Register” button pushed. Login Screen displayed. User added to user menu. |
| Actual Output | https://media.discordapp.net/attachments/715272681297150106/740614045480124478/unknown.png?width=576&height=495  https://media.discordapp.net/attachments/715272681297150106/740614090828939324/unknown.png?width=741&height=495  https://media.discordapp.net/attachments/715272681297150106/740614734025457736/unknown.png |
| Result | PASSED |

### City Official Subsystem: Specify Zoning

|  |  |
| --- | --- |
| Test ID | CO Case 2 |
| Title | City Official Subsystem: Specify zoning |
| Expected Output | Zone tab selected, add zone window API launched. Zone information entered into fields. Appropriate Zone searchable and linked to correct information via the Watson API. |
| Actual Output | https://media.discordapp.net/attachments/715272681297150106/740614794654122004/unknown.png?width=956&height=495  https://media.discordapp.net/attachments/715272681297150106/740621179769061436/unknown.png?width=274&height=494 |
| Result | **PASSED** |

### City Official Subsystem: Add Permit Type

|  |  |
| --- | --- |
| Test ID | CO Case 3 |
| Title | City Official Subsystem: Add permit type |
| Expected Output | Type information added to code and keyword fields, active permit screen shows the correct information. |
| Actual Output | https://media.discordapp.net/attachments/715272681297150106/740614201084477490/unknown.png  https://media.discordapp.net/attachments/715272681297150106/740614256193568830/unknown.png  https://media.discordapp.net/attachments/715272681297150106/740614318814396418/unknown.png |
| Result | **PASSED** |

### City Official Subsystem: Add Permit URL

|  |  |
| --- | --- |
| Test ID | CO Case 4 |
| Title | City Official Subsystem: Add Permit URL |
| Expected Output | Permit URL entered in the “Permit URL” field, active permit screen shows correct information. |
| Actual Output | https://media.discordapp.net/attachments/715272681297150106/740614201084477490/unknown.png  https://media.discordapp.net/attachments/715272681297150106/740614256193568830/unknown.png  https://media.discordapp.net/attachments/715272681297150106/740614318814396418/unknown.png |
| Result | **PASSED** |

### City Official Subsystem: Add Regulation Type

|  |  |
| --- | --- |
| Test ID | CO Case 5 |
| Title | City Official Subsystem: Add regulation type |
| Expected Output | Add regulation button pressed, add regulation window activated. Regulation type entered into Code/designation field. Regulation window activated when saved with newly added regulation displaying correct type information. |
| Actual Output | https://media.discordapp.net/attachments/715272681297150106/740614439463813190/unknown.png  https://media.discordapp.net/attachments/715272681297150106/740614482883248148/unknown.png  https://media.discordapp.net/attachments/715272681297150106/740614562155462748/unknown.png |
| Result | **PASSED** |

### City Official Subsystem: Add Regulation URL

|  |  |
| --- | --- |
| Test ID | CO Case 6 |
| Title | City Official Subsystem: Add regulation URL |
| Expected Output | Add regulation button pressed, add regulation window activated. Regulation URL entered into Code/designation field. Regulation window activated when saved with newly added regulation displaying correct URL information. |
| Actual Output | https://media.discordapp.net/attachments/715272681297150106/740614439463813190/unknown.png  https://media.discordapp.net/attachments/715272681297150106/740614482883248148/unknown.png  https://media.discordapp.net/attachments/715272681297150106/740614562155462748/unknown.png |
| Result | **PASSED** |

### City Official Subsystem: Delete Regulation URL

|  |  |
| --- | --- |
| Test ID | CO Case 6 |
| Title | City Official Subsystem: Delete Regulation |
| Expected Output | Delete button pressed on regulation screen, warning prompted, “OK” button pressed to finalize deletion. Regulation screen updated with regulation removed. |
| Actual Output | https://media.discordapp.net/attachments/715272681297150106/740614606258569337/unknown.png  https://media.discordapp.net/attachments/715272681297150106/740614439463813190/unknown.png |
| Result | **PASSED** |

### City Official Subsystem: Delete Permit

|  |  |
| --- | --- |
| Test ID | CO Case 8 |
| Title | City Official Subsystem: Delete Permit |
| Expected Output | Delete button pressed on permit screen, warning prompted, “OK” button pressed to finalize deletion. Permit screen updated with Permit removed. |
| Actual Output | https://media.discordapp.net/attachments/715272681297150106/740614381007798302/unknown.pnghttps://media.discordapp.net/attachments/715272681297150106/740614201084477490/unknown.png |
| Result | **PASSED** |

### City Official Subsystem: Registration Error Handling

|  |  |
| --- | --- |
| Test ID | CO Case 9 |
| Title | City Official Subsystem: Registration Error Handling |
| Expected Output | Registration declined, error UI presented when incorrect information or null provided. |
| Actual Output | https://media.discordapp.net/attachments/715272681297150106/740681996048793600/unknown.png?width=808&height=495 |
| Result | **PASSED** |

### City Official Subsystem: Add User Error Handling

|  |  |
| --- | --- |
| Test ID | CO Case 10 |
| Title | City Official Subsystem: Add User Error Handling |
| Expected Output | Add User declined, error UI presented when incorrect information or null provided. |
| Actual Output | https://media.discordapp.net/attachments/715272681297150106/740682126835449917/unknown.png |
| Result | **PASSED** |

### City Official Subsystem: Add Zone Error Handling

|  |  |
| --- | --- |
| Test ID | CO Case 11 |
| Title | City Official Subsystem: Add Zone Error Handling |
| Expected Output | Add Zone declined, error UI presented when incorrect information or null provided. |
| Actual Output | https://media.discordapp.net/attachments/715272681297150106/740682247421820938/unknown.png?width=875&height=495 |
| Result | **PASSED** |

### City Official Subsystem: Add Permit Error Handling

|  |  |
| --- | --- |
| Test ID | CO Case 12 |
| Title | City Official Subsystem: Add Permit Error Handling |
| Expected Output | Add Permit declined, error UI presented when incorrect information or null provided. |
| Actual Output | https://media.discordapp.net/attachments/715272681297150106/740682349033029712/unknown.png |
| Result | PASSED |

### City Official Subsystem: Add Regulation Error Handling

|  |  |
| --- | --- |
| Test ID | CO Case 13 |
| Title | City Official Subsystem: Add Regulation Error Handling |
| Expected Output | Add Regulation declined, error UI presented when incorrect information or null provided. |
| Actual Output | https://media.discordapp.net/attachments/715272681297150106/740682455262167090/unknown.png |
| Result | **PASSED** |

### City Official Subsystem: Add Zone Listed/Removal from Zone Menu

|  |  |
| --- | --- |
| Test ID | CO Case 14 |
| Title | City Official Subsystem: Zone Listed/Removal from Zone Menu |
| Expected Output | After Zone added, viewable in Zone menu. |
| Actual Output | https://media.discordapp.net/attachments/715272681297150106/740715986784878773/unknown.png?width=631&height=495 |
| Result | **PASSED** |