**UMGC Team 2: ChatBot**

**Test Plan**

**Version 1.0**

Revision History

|  |  |  |
| --- | --- | --- |
| Date | Version | Description |
| 04/13/2020 | 1.0 | The initial version of the UMGC ChatBot test plan |
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# Introduction

The Software Test Plan (STP) is an imperative step in developing the chatbot and testing to know all aspects of the Chatbot. This project will help the City of Pasadena with a new form of communication. This document introduction will cover the purpose, scope, project, and definitions and acronyms.

## Purpose

The purpose of this document is to outline and explain the chatbot requirements and tests. All the requirements that will be completed will be defined in the Software Requirements Specification (SRS). This test plan aims to ensure that UMGC chatbot produces an expected output when a user enters a particular input. The software test plan is a strategy that the development team must complete in order to ensure the chatbot has little to no problems.

Software Test Plan will include the following objectives while testing:

* Gathering information from the City of Pasadena and identify testing standards
* Prepare test cases and test scenarios
* Provide testing reports
* Verify software requirements if they are complete and correct

## Scope

The scope of the software test plan pertains to the high-level system of the chatbot and will be used as a blueprint to share information among the team members in the project. This document is for the testing members that will be doing the testing. With the test members testing, we are able to find errors and/or prevent errors. Our findings will help us gauge the resource of the project and to see if we will need to communicate them to the stakeholder.

The software test plan goal is to ensure the chatbot meets all of the technical and functional requirements.

## Definitions and Acronyms

The following table provides definitions of terms, acronyms, and abbreviations that might exist and use in this STP document.

| Table . Definitions and Acronyms | |
| --- | --- |
| Term / Acronyms | Definition |
| STP | Software Test Plan. A document that describes the testing plan |
| Chatbot | A computer program designed to simulate conversation with human users, especially over the Internet. |
| IBM | International Business Machines. A multinational technology corporation. |
| SDD | Software Design Document lists the technical and design details of the Chatbot application |
| SRS | Software Requirements Specifications. A document that describes the requirements of the Chatbot application |
| UMGC | University of Maryland Global Campus |
| User | Visitor or Customer on the City of Pasadena website. |

# Requirements for Test

These use cases chart goes back to the Software Requirements Specification (SRS) document that was shown in the UMGC City Team 2 project to show the data in this section. These are the high-level functional requirements that will be tested.

| Table . Functional Requirements 1 | |
| --- | --- |
| ID | RQ-1 |
| **Description** | Definitions to define land use category, entitlement process where applicable (MCUP, CUP, Variance, Minor Variance, EUP), and application |
| **Primary Actor** | Chatbot user |
| **Trigger** | The user searches for one of these terms:  **Input**: CUP/MCUP, conditional use permit, minor conditional use permit  **Input**: Variance, Minor Variance  **Input**: EUP, expressive use permit |
| **Pre-conditions** | The user must be connected to the chatbot |
| **Post-conditions** | If successful, each of the searched terms should link the user to these links:  **Expected output:**  CUP/MCUP, conditional use permit, minor conditional use permit <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART6LAUSDEPEPR_CH17.61PEAPDI_17.61.050COUSPEMAPL>  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART6LAUSDEPEPR_CH17.61PEAPDI_17.61.050COUSPEMAPL>  <https://ww5.cityofpasadena.net/planning/wp-content/uploads/sites/56/2017/09/Conditional-Use-Permit-Application.pdf>  **Expected output:**  Variance, Minor Variance <https://ww5.cityofpasadena.net/planning/wp-content/uploads/sites/56/2017/09/Variance-Minor-Variance-Permit-Application.pdf>  **Expected output:**  EUP, expressive use permit <https://ww5.cityofpasadena.net/planning/wp-content/uploads/sites/56/2017/09/Expressive-Use-Permit.pdf> <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART6LAUSDEPEPR_CH17.61PEAPDI_17.61.060EXUSPE>  **Expected output if the user enters none of the input:**  The chatbot displays a message to the chat user to contact the City of Pasadena. |

| Table . Functional Requirements 2 | |
| --- | --- |
| ID | RQ-2 |
| **Description** | Definitions to home occupation permit |
| **Primary Actor** | Chatbot user |
| **Trigger** | The user searches for this term:  **Input**: Home Occupation Permit |
| **Pre-conditions** | The user must be connected to the chatbot. |
| **Post-conditions** | If successful, each of the searched terms should link the user to these links:  **Expected output:**  Home Occupation Permit <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART5STSPLAUS_CH17.50STSPLAUS_17.50.110HOOC>  **Expected output if the user enters none of the input:**  The chatbot displays a message to the chat user to contact the City of Pasadena. |

| Table . Functional Requirements 3 | |
| --- | --- |
| ID | RQ-3 |
| **Description** | Regulations |
| **Primary Actor** | Chatbot user |
| **Trigger** | The user searches for one of these terms:  **Input**: Regulation  **Input**: Riding regulations  **Input**: Sanitation regulations  **Input**: General regulations  **Input**: License regulation |
| **Pre-conditions** | The user must be connected to the chatbot |
| **Post-conditions** | If successful, each of the searched term should link the user to these links:  **Expected output:**  Regulation <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT12STSI_CH12.14VAPA_12.14.100RE>  **Expected output:**  Riding regulations <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT10VETR_CH10.60BI_10.60.140RIRE>  **Expected output:**  Sanitation regulations <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.08COES_8.08.020SARE>  **Expected output:**  General regulations <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT3CIEVFA_CH3.32ARSEPULA_ARTIGEPR_3.32.060GERE>  **Expected output:**  License regulation <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT5BULIRE_ARTIGE_CH5.10LIRE>  **Expected output if the user enters none of the input:**  The chatbot displays a message to the chat user to contact the City of Pasadena. |

| Table . Functional Requirements 4 | |
| --- | --- |
| ID | RQ-4 |
| **Description** | Accessory dwelling Unit |
| **Primary Actor** | Chatbot user |
| **Trigger** | The user searches for one of these terms:  **Input**: Accessory Dwelling Unit |
| **Pre-conditions** | The user must be connected to the chatbot |
|  | If success, each of the searched term should link the user to these links:  **Expected output:**  Accessory Dwelling Unit <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART5STSPLAUS_CH17.50STSPLAUS_17.50.275ACDWUN>  **Expected output:**  <https://www.cityofpasadena.net/planning/accessory-dwelling-unit-regulations/>  **Expected output if the user enters none of the input:**   * The chatbot displays a message to the chat user to contact the City of Pasadena. |

| Table . Functional Requirement 6 | |
| --- | --- |
| ID | RQ-5 |
| Description | Development standards |
| Primary Actor | Chatbot user |
| Trigger | The user searches for one of these terms:  **Input**: Development standards  **Input**: Waiver of Development Standards  **Input**: LASP General Development Standards  **Input**: EPSP development standards, EPSP Additional Development Standards  **Input**: FGSP Development Standards |
| Pre-conditions | The user must be connected to the chatbot |
| Post-conditions | If success, each of the searched term should link the user to these links:  **Expected output:**  Development standards <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART2ZODIALLAUSZOECST_CH17.29HIOVDI_17.29.050DEST>  **Expected output:**  Waiver of Development Standards <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART4SIPLGEDEST_CH17.43DEBOWAIN_17.43.060WADEST>  **Expected output:**  LASP General Development Standards <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART3SPPLST_CH17.37LIAVSPPL_17.37.060LAGEDEST>  **Expected output:**  EPSP development standards, EPSP Additional Development Standards <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART3SPPLST_CH17.32EAPASPPL_17.32.070EPDEST>  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART3SPPLST_CH17.32EAPASPPL_17.32.080EPADDEST>  **Expected output:**  FGSP Development Standards <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART3SPPLST_CH17.33FAOAANGRSPPL_17.33.050FGDEST>  **Expected output if the user enters none of the input:**   * The chatbot displays a message to the chat user to contact the City of Pasadena. |

| Table . Functional Requirement 7 | |
| --- | --- |
| ID | RQ-6 |
| **Description** | Host Compliance application |
| **Primary Actor** | Chatbot user |
| **Trigger** | The user searches for one of these terms:  **Input**: Host Compliance application  **Input**: Short-term Rental Registration |
| **Pre-conditions** | The user must be connected to the chatbot |
| **Post-conditions** | If success, each of the searched term should link the user to these links:  **Expected output:**  Host Compliance application <https://safe.hostcompliance.com/pasadena-ca/permit-registration/welcome>  **Expected output:**  Short-term Rental Registration <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART5STSPLAUS_CH17.50STSPLAUS_17.50.296SHRMRE>  **Expected output if the user enters none of the input:**   * The chatbot displays a message to the chat user to contact the City of Pasadena. |

| Table . Functional Requirement 8 | |
| --- | --- |
| ID | RQ-7 |
| **Description** | Retrieve Accessory Structure |
| **Primary Actor** | Chatbot user |
| **Trigger** | The user searches for one of these terms:  **Input**: Accessory Structure  **Input**: Residential Uses |
| **Pre-conditions** | The user must be connected to the chatbot |
| **Post-conditions** | If success, each of the searched term should link the user to these links:  **Expected output:**  Accessory Structure <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART5STSPLAUS_CH17.50STSPLAUS_17.50.250REUSCCUSST>  **Expected output if the user enters none of the input:**   * The chatbot displays a message to the chat user to contact the City of Pasadena. |

| Table . Functional Requirement 9 | |
| --- | --- |
| ID | RQ-8 |
| **Description** | Zoning application |
| **Primary Actor** | Chatbot user |
| **Trigger** | The user searches for one of these terms:  **Input**: Zoning  **Input**: Zoning application  **Input**: Zoning Permit |
| **Pre-conditions** | The user must be connected to the chatbot |
| **Post-conditions** | If success, each of the searched term should link the user to these links:  **Expected output:**  Zoning, Zoning application <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART6LAUSDEPEPR_CH17.62HIPR_17.62.070DELADI>  **Expected output:**  Zoning Permit, Zoning application <https://ww5.cityofpasadena.net/planning/wp-content/uploads/sites/56/2017/09/Zoning-Permit-Application.pdf>  **Expected output if the user enters none of the input:**   * The chatbot displays a message to the chat user to contact the City of Pasadena. |

| Table . Functional Requirement 10 | |
| --- | --- |
| ID | RQ-9 |
| Description | Overlay Zoning Districts |
| Primary Actor | Chatbot user |
| Trigger | The user searches for one of these terms:  **Input**: Overlay Zoning Districts  **Input**: Applicability of Overlay Zoning Districts |
| Pre-conditions | The user must be connected to the chatbot |
| Post-conditions | If success, each of the searched term should link the user to these links:  **Expected output:**  Overlay Zoning Districts, Applicability of Overlay Zoning Districts <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART2ZODIALLAUSZOECST_CH17.28OVZODI_17.28.020APOVZODI>  **Expected output if the user enters none of the input:**   * The chatbot displays a message to the chat user to contact the City of Pasadena. |

| Table . Functional Requirement 11 | |
| --- | --- |
| ID | RQ-10 |
| Description | Nonconforming Uses, Structures, and Lots |
| Primary Actor | Chatbot user |
| Trigger | The user searches for one of these terms:  **Input**: Fence, Fencing  **Input**: Lots  **Input**: Back yard  **Input**: Side yard  **Input**: Front yard |
| Pre-conditions | The user must be connected to the chatbot |
| Post-conditions | If success, each of the searched term should link the user to these links:  **Expected output:**  Fence, Fencing <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART4SIPLGEDEST_CH17.40GEPRDEUSST_17.40.180WAFE>  **Expected output:**  Lot, backyard, front yard, or side yard <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART7ZOCOAD_CH17.71NOUSSTLO> <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART4SIPLGEDEST_CH17.40GEPRDEUSST_17.40.180WAFE>  **Expected output if the user enters none of the input:**   * The chatbot displays a message to the chat user to contact the City of Pasadena. |

| Table . Functional Requirement 12 | |
| --- | --- |
| ID | RQ-12 |
| Description | Tree definitions and removal |
| Primary Actor | Chatbot user |
| Trigger | The user searches for one of these terms:  **Input**: Tree(s)  **Input**: Tree removal  **Input**: City Tree  **Input**: Tree protection |
| Pre-conditions | The user must be connected to the chatbot |
| Post-conditions | If success, each of the searched term should link the user to these links:  **Expected output:**  Tree <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.52CITRTRPROR>  **Expected output:**  Tree Removal <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.52CITRTRPROR_8.52.085PRAC> <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.52CITRTRPROR_8.52.075PRPRTRRELATRPRPESS> <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.52CITRTRPROR_8.52.070PRPRTRRELATRPRPEPP> <https://www.cityofpasadena.net/wp-content/uploads/sites/30/Tree-Removal-Private.pdf?v=1584654649267> <https://ww5.cityofpasadena.net/planning/wp-content/uploads/sites/56/2017/09/Tree-Removal-Public.pdf>  **Expected output:**  City Tree <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.52CITRTRPROR>  **Expected output:**  Tree protection <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.52CITRTRPROR_8.52.032TRPRGU> <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.52CITRTRPROR_8.52.110PRTRDUIM>  **Expected output if the user enters none of the input:**   * The chatbot displays a message to the chat user to contact the City of Pasadena. |

| Table . Functional Requirement 13 | |
| --- | --- |
| ID | RQ-13 |
| Description | Day-care definitions |
| Primary Actor | Chatbot user |
| Trigger | The user searches for one of these terms:  **Input**: Day-care  **Input**: Day Care  **Input**: Child Care |
| Pre-conditions | The user must be connected to the chatbot |
| Post-conditions | If success, each of the searched term should link the user to these links:  **Expected output:**  Day-care  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART5STSPLAUS_CH17.50STSPLAUS_17.50.080DREFA>  **Expected output if the user enters none of the input:**   * The chatbot displays a message to the chat user to contact the City of Pasadena. |

| Table . Requirement UI-01 | |
| --- | --- |
| ID | UI-01 |
| Description | Displaying the Main Screen |
| Primary Actor | Chatbot user |
| Trigger | The user selects the chatbot icon |
| Pre-conditions | The user must be connected to the chatbot |
| Post-conditions | If success, the chatbot will display the proper component(s):  **Expected output:**  The main screen appears.  If failure:   * The chatbot does not display |

| Table . Requirement UI-02 | |
| --- | --- |
| ID | UI-02 |
| Description | Display the Chat Dialog |
| Primary Actor | Chatbot user |
| Trigger | The user clicks on the Chatbot icon |
| Pre-conditions | The user must be connected to the chatbot |
| Post-conditions | If success, the chatbot will display the proper component(s):  **Expected output:**  -The Chatbot displays on the right side of the screen  -Users will be able to see the chat dialog.  If failure:   * The chatbot does not display |

| Table . Requirement UI-03 | |
| --- | --- |
| ID | UI-03 |
| Description | Display the enter button |
| Primary Actor | Chatbot user |
| Trigger | The user clicks on the Chatbot icon |
| Pre-conditions | The user must be connected to the chatbot and on the main screen |
| Post-conditions | If success, the chatbot will display the proper component(s):  **Expected output:**  -The Chatbot displays on the right side of the screen  -Users will be able to see the enter button at the bottom right of the chatbot.  If failure:   * The chatbot does not display |

| Table . Requirement UI-04 | |
| --- | --- |
| ID | UI-04 |
| Description | Display the text field |
| Primary Actor | Chatbot user |
| Trigger | The user clicks on the Chatbot icon |
| Pre-conditions | The user must be connected to the chatbot |
| Post-conditions | If success, the chatbot will display the proper component(s):  **Expected output:**  -The Chatbot displays on the right side of the screen  -Users will be able to enter text in the text field. Which is on the bottom left of the chatbot.  If failure:   * The chatbot does not display |

| Table . Requirements – UI-05 | |
| --- | --- |
| ID | UI-05 |
| **Description** | Display the Exit button |
| **Primary Actor** | Chatbot user |
| **Trigger** | The user clicks on the Chatbot icon |
| **Pre-conditions** | The user must be connected to the chatbot |
| **Post-conditions** | If success, the chatbot will display the proper component(s):  **Expected output:**  -The Chatbot displays on the right side of the screen  -Users will be able to close the chatbot by clicking the top right button for Watson IBM and the cross for Google Dialog.  If failure:   * The chatbot does not display |

# Test Strategy

Our approach is to fully test the chatbot system manually when it comes to the functionality, user interface, and integration. This test is a requirement to ensure that the Chatbot system is running correctly and can be delivered to the client.

UMGC City Team 2’s goal is to make sure that the test will be completed more than once when there is an altercation in the software. We will manually test the input and output of the chatbot and ensure that each time the chatbot creates the correct response. Each component of the chatbot will be checked to ensure that the information is correct and it meets the client’s expectations. We will communicate with the client in order to get feedback so that edits can be made and tested.

## Test Types

This section will explain the type of test that will be conducted.

### Function Test

| Table . Function Test - 01 | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | TEST-FUNC-01 | | | | **Test Module** | | Software Application | | |
| **Test Case Description** | | Test to link land use category, entitlement process where applicable (MCUP, CUP, Variance, Minor Variance, EUP), and application to the chatbot | | | | **Test Priority** | | High | | |
| **Requirement ID** | | RQ-01 | | | | **Test Method** | | Functional Testing | | |
| **Prerequisites** | | UI-01 | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Navigate to the text field. | | Type in CUP/MCUP conditional use permit or minor conditional use permit | The response will show the feedback in a link(s):  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART6LAUSDEPEPR_CH17.61PEAPDI_17.61.050COUSPEMAPL>  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART6LAUSDEPEPR_CH17.61PEAPDI_17.61.050COUSPEMAPL>  <https://ww5.cityofpasadena.net/planning/wp-content/uploads/sites/56/2017/09/Conditional-Use-Permit-Application.pdf> | CUP/MCUP, conditional use permit, minor conditional use permit  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART6LAUSDEPEPR_CH17.61PEAPDI_17.61.050COUSPEMAPL>  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART6LAUSDEPEPR_CH17.61PEAPDI_17.61.050COUSPEMAPL>  <https://ww5.cityofpasadena.net/planning/wp-content/uploads/sites/56/2017/09/Conditional-Use-Permit-Application.pdf> | | Chrome | | Success | Success |
| 2 | Navigate to the text field. | | Type in: Variance, Minor Variance | The response will show the feedback in a link(s):  <https://ww5.cityofpasadena.net/planning/wp-content/uploads/sites/56/2017/09/Variance-Minor-Variance-Permit-Application.pdf> | Variance, Minor Variance  https://ww5.cityofpasadena.net/planning/wp-content/uploads/sites/56/2017/09/Variance-Minor-Variance-Permit-Application.pdf | | Chrome | | Success | Success |
|  | Navigate to the text field. | | Type in: EUP, expressive use permit | The response will show the feedback in a link(s):  <https://ww5.cityofpasadena.net/planning/wp-content/uploads/sites/56/2017/09/Expressive-Use-Permit.pdf>  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART6LAUSDEPEPR_CH17.61PEAPDI_17.61.060EXUSPE> | EUP, expressive use permit  <https://ww5.cityofpasadena.net/planning/wp-content/uploads/sites/56/2017/09/Expressive-Use-Permit.pdf>  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART6LAUSDEPEPR_CH17.61PEAPDI_17.61.060EXUSPE> | | Chrome | | Success | Success |

| Table . Function Test - 02 | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | TEST-FUNC-02 | | | | **Test Module** | | Software Application | | |
| **Test Case Description** | | Test to link Home Occupation Permit to the chatbot with links | | | | **Test Priority** | | High | | |
| **Requirement ID** | | RQ-02 | | | | **Test Method** | | Functional Testing | | |
| **Prerequisites** | | UI-01 | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Navigate to the text field. | | Type in  Home Occupation Permit | The response will show the feedback in a link(s):  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART5STSPLAUS_CH17.50STSPLAUS_17.50.110HOOC> | Home Occupation Permit  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART5STSPLAUS_CH17.50STSPLAUS_17.50.110HOOC> | | Chrome | | Success | Success |

| Table . Function Test - 03 | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | TEST-FUNC-03 | | | | **Test Module** | | Software Application | | |
| **Test Case**  **Description** | | Test to link the city of Pasadena Regulations to the chatbot | | | | **Test Priority** | | High | | |
| **Requirement ID** | | RQ-03 | | | | **Test Method** | | Functional Testing | | |
| **Prerequisites** | | UI-01 | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Navigate to the text field. | | Type in Regulation | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT12STSI\_CH12.14VAPA\_12.14.100RE | Regulation  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT12STSI_CH12.14VAPA_12.14.100RE> | | Chrome | | Success | Success |
| 2 | Navigate to the text field. | | Type in Riding Regulation | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT10VETR\_CH10.60BI\_10.60.140RIRE | Riding regulations  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT10VETR_CH10.60BI_10.60.140RIRE> | | Chrome | | Success | Success |
| 3 | Navigate to the text field. | | Type in Sanitation regulations | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT8HESA\_CH8.08COES\_8.08.020SARE | Sanitation regulations  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.08COES_8.08.020SARE> | | Chrome | | Success | Success |
| 4 | Navigate to the text field. | | Type in General regulations | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT3CIEVFA\_CH3.32ARSEPULA\_ARTIGEPR\_3.32.060GERE | General regulations  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT3CIEVFA_CH3.32ARSEPULA_ARTIGEPR_3.32.060GERE> | | Chrome | | Success | Success |
| 5 | Navigate to the text field. | | Type in License regulation | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT5BULIRE\_ARTIGE\_CH5.10LIRE | License regulation  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT5BULIRE_ARTIGE_CH5.10LIRE> | | Chrome | | Success | Success |

| Table . Function Test - 04 | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | TEST-FUNC-04 | | | | **Test Module** | | Software Application | | |
| **Test Case Description** | | Test to link the city of Pasadena accessory dwelling unit to the chatbot | | | | **Test Priority** | | High | | |
| **Requirement ID** | | RQ-04 | | | | **Test Method** | | Functional Testing | | |
| **Prerequisites** | | UI-01 | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Navigate to the text field. | | Type in Accessory Dwelling Unit | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT17\_ZONING\_CODE\_ART5STSPLAUS\_CH17.50STSPLAUS\_17.50.275ACDWUN | Accessory Dwelling Unit  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART5STSPLAUS_CH17.50STSPLAUS_17.50.275ACDWUN> | | Chrome | | Success | Success |

| Table . Function Test - 05 | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | TEST-FUNC-05 | | | | **Test Module** | | Software Application | | |
| **Test Case Description** | | Test to link the city of Pasadena Development standards to the chatbot | | | | **Test Priority** | | High | | |
| **Requirement ID** | | RQ-05 | | | | **Test Method** | | Functional Testing | | |
| **Prerequisites** | | UI-01 | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Navigate to the text field. | | Type in Development standards | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT17\_ZONING\_CODE\_ART2ZODIALLAUSZOECST\_CH17.29HIOVDI\_17.29.050DEST | Development standards  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART2ZODIALLAUSZOECST_CH17.29HIOVDI_17.29.050DEST> | | Chrome | | Success | Success |
| 2 | Navigate to the text field. | | Type in Waiver of Development Standards | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT17\_ZONING\_CODE\_ART4SIPLGEDEST\_CH17.43DEBOWAIN\_17.43.060WADEST | Waiver of Development Standards  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART4SIPLGEDEST_CH17.43DEBOWAIN_17.43.060WADEST> | | Chrome | | Success | Success |
|  | Navigate to the text field. | | Type in LASP General Development Standards | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT17\_ZONING\_CODE\_ART3SPPLST\_CH17.37LIAVSPPL\_17.37.060LAGEDEST | LASP General Development Standards  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART3SPPLST_CH17.37LIAVSPPL_17.37.060LAGEDEST> | | Chrome | | Success | Success |
|  | Navigate to the text field. | | Type in EPSP development standards, EPSP Additional Development Standards | The response will show the feedback in a link(s):  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART3SPPLST_CH17.32EAPASPPL_17.32.070EPDEST>  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART3SPPLST_CH17.32EAPASPPL_17.32.080EPADDEST> | EPSP development standards, EPSP Additional Development Standards  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART3SPPLST_CH17.32EAPASPPL_17.32.070EPDEST>  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART3SPPLST_CH17.32EAPASPPL_17.32.080EPADDEST> | | Chrome | | Success | Success |
|  | Navigate to the text field. | | Type in FGSP Development Standards | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT17\_ZONING\_CODE\_ART3SPPLST\_CH17.33FAOAANGRSPPL\_17.33.050FGDEST | FGSP Development Standards  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART3SPPLST_CH17.33FAOAANGRSPPL_17.33.050FGDEST> | | Chrome | | Success | Success |

| Table . Function Test - 06 | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | TEST-FUNC-06 | | | | **Test Module** | | Software Application | | |
| **Test Case Description** | | Test to link the city of Pasadena Host Compliance application to the chatbot | | | | **Test Priority** | | High | | |
| **Requirement ID** | | RQ-06 | | | | **Test Method** | | Functional Testing | | |
| **Prerequisites** | | UI-01 | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Navigate to the text field. | | Type in Host Compliance application | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT17\_ZONING\_CODE\_ART5STSPLAUS\_CH17.50STSPLAUS\_17.50.275ACDWUN | Host Compliance application  <https://safe.hostcompliance.com/pasadena-ca/permit-registration/welcome> | | Chrome | | Success | Success |
| 2 | Navigate to the text field. | | Type in Short-term Rental Registration | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT17\_ZONING\_CODE\_ART5STSPLAUS\_CH17.50STSPLAUS\_17.50.296SHRMRE | Short-term Rental Registration  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART5STSPLAUS_CH17.50STSPLAUS_17.50.296SHRMRE> | | Chrome | | Success | Success |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Table . Function Test - 07 | | | | | | | | | | |
| **Test Case ID** | | TEST-FUNC-07 | | | | **Test Module** | | Software Application | | |
| **Test Case Description** | | Test to link the city of Pasadena Retrieve Accessory Structure to the chatbot. | | | | **Test Priority** | | High | | |
| **Requirement ID** | | RQ-07 | | | | **Test Method** | | Functional Testing | | |
| **Prerequisites** | | UI-01 | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Navigate to the text field. | | Type in Accessory Structure or Residential Uses | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT17\_ZONING\_CODE\_ART5STSPLAUS\_CH17.50STSPLAUS\_17.50.250REUSCCUSST | Accessory Structure  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART5STSPLAUS_CH17.50STSPLAUS_17.50.250REUSCCUSST> | | Chrome | | Success | Success |

| Table . Function Test - 08 | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | TEST-FUNC-08 | | | | **Test Module** | | Software Application | | |
| **Test Case Description** | | Test to link the city of Pasadena Zoning application to the chatbot. | | | | **Test Priority** | | High | | |
| **Requirement ID** | | RQ-08 | | | | **Test Method** | | Functional Testing | | |
| **Prerequisites** | | UI-01 | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Navigate to the text field. | | Type in Zoning | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT17\_ZONING\_CODE\_ART6LAUSDEPEPR\_CH17.62HIPR\_17.62.070DELADI | Zoning, Zoning application  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART6LAUSDEPEPR_CH17.62HIPR_17.62.070DELADI> | | Chrome | | Success | Success |
| 2 | Navigate to the text field. | | Type in a Zoning application | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT17\_ZONING\_CODE\_ART5STSPLAUS\_CH17.50STSPLAUS\_17.50.275ACDWUN | Zoning Permit, Zoning application  <https://ww5.cityofpasadena.net/planning/wp-content/uploads/sites/56/2017/09/Zoning-Permit-Application.pdf> | | Chrome | | Success | Success |

| Table . Function Test - 09 | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | TEST-FUNC-09 | | | | **Test Module** | | Software Application | | |
| **Test Case Description** | | Test to link the city of Pasadena Overlay Zoning Districts to the chatbot. | | | | **Test Priority** | | High | | |
| **Requirement ID** | | RQ-09 | | | | **Test Method** | | Functional Testing | | |
| **Prerequisites** | | UI-01 | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Navigate to the text field. | | Type in Overlay Zoning Districts or Applicability of Overlay Zoning Districts | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT17\_ZONING\_CODE\_ART2ZODIALLAUSZOECST\_CH17.28OVZODI\_17.28.020APOVZODI | Overlay Zoning Districts, Applicability of Overlay Zoning Districts  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART2ZODIALLAUSZOECST_CH17.28OVZODI_17.28.020APOVZODI> | | Chrome | | Success | Success |

| Table . Function Test - 10 | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | TEST-FUNC-010 | | | | **Test Module** | | Software Application | | |
| **Test Case Description** | | Test to link the city of Pasadena nonconforming uses, structures, and lots to the chatbot. | | | | **Test Priority** | | High | | |
| **Requirement ID** | | RQ-010 | | | | **Test Method** | | Functional Testing | | |
| **Prerequisites** | | UI-01 | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Navigate to the text field. | | Type in Fence, Fencing | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT17\_ZONING\_CODE\_ART4SIPLGEDEST\_CH17.40GEPRDEUSST\_17.40.180WAFE | Overlay Zoning Districts, Applicability of Overlay Zoning Districts  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART2ZODIALLAUSZOECST_CH17.28OVZODI_17.28.020APOVZODI> | | Chrome | | Success | Success |
| 2 | Navigate to the text field. | | Type in Lot, backyard, front yard, or side yard | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT17\_ZONING\_CODE\_ART7ZOCOAD\_CH17.71NOUSSTLO  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT17\_ZONING\_CODE\_ART4SIPLGEDEST\_CH17.40GEPRDEUSST\_17.40.180WAFE17.28OVZODI\_17.28.020APOVZODI | Lot, backyard, front yard, or side yard  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART7ZOCOAD_CH17.71NOUSSTLO>  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART4SIPLGEDEST_CH17.40GEPRDEUSST_17.40.180WAFE> | | Chrome | | Success | Success |

| Table . Function Test - 011 | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | TEST-FUNC-011 | | | | **Test Module** | | Software Application | | |
| **Test Case Description** | | Test to link the city of Pasadena Tree definitions and removal rules to the chatbot. | | | | **Test Priority** | | High | | |
| **Requirement ID** | | RQ-11 | | | | **Test Method** | | Functional Testing | | |
| **Prerequisites** | | UI-01 | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Navigate to the text field. | | Type in Tree or Trees | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT8HESA\_CH8.52CITRTRPROR | Tree  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT8HESA\_CH8.52CITRTRPROR | | Chrome | | Success | Success |
| 2 | Navigate to the text field. | | Type in Tree Removal | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT8HESA\_CH8.52CITRTRPROR\_8.52.085PRAC  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT8HESA\_CH8.52CITRTRPROR\_8.52.075PRPRTRRELATRPRPESS  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT8HESA\_CH8.52CITRTRPROR\_8.52.070PRPRTRRELATRPRPEPP  https://www.cityofpasadena.net/wp-content/uploads/sites/30/Tree-Removal-Private.pdf?v=1584654649267  https://ww5.cityofpasadena.net/planning/wp-content/uploads/sites/56/2017/09/Tree-Removal-Public.pdf | Tree Removal  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.52CITRTRPROR_8.52.085PRAC>  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.52CITRTRPROR_8.52.075PRPRTRRELATRPRPESS>  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.52CITRTRPROR_8.52.070PRPRTRRELATRPRPEPP>  <https://www.cityofpasadena.net/wp-content/uploads/sites/30/Tree-Removal-Private.pdf?v=1584654649267>  <https://ww5.cityofpasadena.net/planning/wp-content/uploads/sites/56/2017/09/Tree-Removal-Public.pdf> | | Chrome | | Success | Success |
| 3 | Navigate to the text field. | | Type in City Tree | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT8HESA\_CH8.52CITRTRPROR | City Tree  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.52CITRTRPROR> | | Chrome | | Success | Success |
| 4 | Navigate to the text field. | | Type in Tree Protection | The response will show the feedback in a link(s):  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT8HESA\_CH8.52CITRTRPROR\_8.52.032TRPRGU  https://library.municode.com/ca/pasadena/codes/code\_of\_ordinances?nodeId=TIT8HESA\_CH8.52CITRTRPROR\_8.52.110PRTRDUIM | Tree Protection  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.52CITRTRPROR_8.52.032TRPRGU>  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.52CITRTRPROR_8.52.110PRTRDUIM> | | Chrome | | Success | Success |

| Table . Function Test - 012 | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | TEST-FUNC-012 | | | | **Test Module** | | Software Application | | |
| **Test Case Description** | | On the bottom right of the webpage, there is an “Icon” that the user has to click to get the chatbot to open. | | | | **Test Priority** | | High | | |
| **Requirement ID** | | RQ-12 | | | | **Test Method** | | Functional Testing | | |
| **Prerequisites** | | UI-01 | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Navigate to the text field. | | Type in Day-care | The response will show the feedback in a link(s):  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART5STSPLAUS_CH17.50STSPLAUS_17.50.080DREFA> | Day-care  <https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT17_ZONING_CODE_ART5STSPLAUS_CH17.50STSPLAUS_17.50.080DREFA> | | Chrome | | Success | Success |

### User Interface Testing

| Table . Test – UI-01 | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | TEST-UI-01 | | | | **Test Module** | | Software Application | | |
| **Test Case Description** | | On the bottom right of the webpage, there is an “Icon” that the user has to click in order to get the chatbot to open. | | | | **Test Priority** | | High | | |
| **Requirement ID** | | UI-01 | | | | **Test Method** | | User Interface testing | | |
| **Prerequisites** | | N/A | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Select the IBM Watson or Google Dialog Chatbot | | Mouse clicks on an area with the icon | Once the user clicks on the icon, the chatbot display will show all | Shows the main screen of the chatbot | | Chrome | | Success | Success |

| Table . Test – UI-02 | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | TEST-UI-02 | | | | **Test Module** | | Software Application | | |
| **Test Case Description** | | Check the response when there is text in the text field and when the enter button is clicked on. | | | | **Test Priority** | | High | | |
| **Requirement ID** | | UI-03, UI-04 | | | | **Test Method** | | User Interface testing | | |
| **Prerequisites** | | UI-01 | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Select the IBM Chatbot or Google DialogFlow | | Type hey in the text field and click on the enter button (The button with the arrow pointing right) | Once the user clicks on the Enter button, the chatbot will display the information that is in the text field. | Chatbot: This is the City of Pasadena Bot. How may I help you?  User: Hey  Chatbot: Good day to you! | | Chrome | | Success | Success |

| Table . Test – UI-03 | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | TEST-UI-03 | | | | **Test Module** | | Software Application | | |
| **Test Case Description** | | Display information on the chat dialog. | | | | **Test Priority** | | High | | |
| **Requirement ID** | | UI-02 | | | | **Test Method** | | User Interface testing | | |
| **Prerequisites** | | UI-01.UI-02 | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Select the IBM Chatbot or Google DialogFlow | | Enter hello in the text field. | Once the user clicks on the icon, the chatbot display will show all | Shows open screen of the chatbot | | Chrome | | Success | Success |

| Table . Test – UI-04 | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | TEST-UI-04 | | | | **Test Module** | | Software Application | | |
| **Test Case Description** | | Test the response of exit button | | | | **Test Priority** | | High | | |
| **Requirement ID** | | UI-05 | | | | **Test Method** | | User Interface testing | | |
| **Prerequisites** | | UI-01 | | | | **Assumptions/**  **Constraints** | | Internet access | | |
| **Test Execution Steps** | | | | | | | | | | |
| **Step #** | **Action** | | **Input** | **Expected Output** | **Actual Output** | | **Test Browser** | | **Test Result** | **Test Comment** |
| 1 | Select the IBM Chatbot | | Click the exit button on the top right of the chatbot | Close the chatbot and changes the chatbot back into an icon | Close the chatbot and changes the chatbot back into an icon | | Chrome | | Success | Success |
| 2 | Select the Google DialogFlow | | Click the exit button (the cross) below the chatbot or the top right of the chatbot | Close the chatbot and changes the chatbot back into an icon | Close the chatbot and changes the chatbot back into an icon | | Chrome | | Success | Success |

### Integration Testing

The purpose of testing the integration is to ensure that communication between the chat systems is working. Google DialogFlow and IBM Watson are two external engines that are used in different implementation and configuration. Both engines are tested by validating information from API responses. If the client wants to use Google DialogFlow, they will have two different build configurations in the codebase.

### Tools

The following tools will be employed for this project:

| Table Testing Tools | | | |
| --- | --- | --- | --- |
|  | Tool | Vendor/In-house | Version |
| **Tool for Functional Testing** | Manual Testing | In-House |  |
| **Project Management** | Trello | [Atlassian](https://www.google.com/search?sxsrf=ALeKk01qdslgWF2QebCcUxJOVHTz2z2g0g:1587339654523&q=Atlassian&stick=H4sIAAAAAAAAAOPgE-LSz9U3yDAzMy3KUOIEsZOMMyzLtVQyyq30k_NzclKTSzLz8_SL89NKyhOLUq1SUstSc_ILUlMUkioXsXI6luQkFhdnJubtYGUEAHkjSqlOAAAA&sa=X&ved=2ahUKEwjOpvuB1fXoAhWcl3IEHW89CQoQmxMoATAyegQICRAD&sxsrf=ALeKk01qdslgWF2QebCcUxJOVHTz2z2g0g:1587339654523) |  |

# Resource

| Table . Resources - Team 2 | |
| --- | --- |
| Team Members | Roles |
| Joseph Ogunsanya | Project Manager |
| Helen Abraham | Tester |
| Evelyn Akinlostu | Requirement Analysts |
| Jon (Jan) Masouh | Developer |
| Essaid Elboukhani | Developer |
| Priva Leuga Romuald | Developer |
| Vincent Seen | Developer |

# System Requirement

The section is what is required when using the UMGC City team 2 chatbots. Users must meet these requirements to prevent any issues with the chatbot.

## Software Requirement

**Preferred Browsers**

The browsers that the users should use (with internet access:

* Google Chrome (Recent build)
* Firefox (Recent build)
* Internet Explorer (Recent Build)

The chatbot was tested and finished on Google Chrome.

# Test Plan Deliverables

Our deliverables consist of documents and final software that will be completed and submitted to the client. The entire team members will participate in each of the deliverables. This deliverable will show the testing of the Chatbot and report the findings. Each test case will be found in Section 3.1.1, 3.1.2, and 3.1.3.