

Priority	Title	Preconditions	Steps	Expected Result	Status
High	Verification of Starting of IVA flow - Clicking on get new connection	User clicks on taskbar option of new connection Or type intent of new connection - I want new connection	1.Click on new connection option of taskbar	Confirmation message asking user for new internet connection should be displayed to user	
High	Verification when user says No to new internet connection	User clicks on taskbar option of new connection Or type intent of new connection - I want new connection	1.Click on new connection option of taskbar 2. Select No	Proper message should be displayed to user : If you are an existing XYZ customer then you can click on the link below to know your account details or for any other assistance. https://internetprovider.com	
High	Verification when user says Yes to new internet connection	- Flow should have been started	1.Click on new connection option of taskbar 2. Select Yes	Following message should be displayed to user : I can surely help you with a new connection. Let's get started by getting to know you better, what is your full name?	
High	Verification when user gives full name	- Flow should be started	1.Click on new connection option of taskbar 2. Select Yes 3. Enter full name	User details form should be displayed to user : Phone number email	
High	Validation of user name in form	- Flow should be started - User should be asked to enter name	- Enter invalid user name - Enter names like John wick, John r wick - Enter names with special characters , numbers	- For invalid name , it should ask again with proper message informing user - Bot should break after 2 times incorrect names	
High	Validation of phone number in form	- Flow should be started - User should be displayed to enter pincode,email and phn number	- Enter 11 / 9 digit phone numbers - Enter text, spl chars in phone number - Enter alphanumeric phone number - Leave phone number blank and submit	All validations should work properly, appropriate message should be displayed to user	
High	Validation of email in form	- Flow should be started - User should be displayed to enter pincode,email and phn number	- Enter invalid email format eg qweqwe.sdf.sdf#sdf.com - Leave email blank and submit	All validations should work properly, appropriate message should be displayed to user	
High	Validation of pincode	- Flow should be started - User should be displayed to enter pincode,email and phn number	- Enter 7 , 5 digits in pincode - Enter text, spl chars in pincode - Enter alphanumeric pincode - Leave pincode blank and submit	All validations should work properly, appropriate message should be displayed to user	
High	Verification when all details are entered correctly	- Flow should be started - User should be displayed to enter pincode,email and phn number	Enter all details correctly and proceed in flow	User should be asked to enter address	
High	Verification when user enters address in it	- Flow should be started - User should be asked to enter address	Enter manually address on picker and proceed Verify validations on Flat number Building name Area street name Landmark Pincode	Location should be accepted successfully and message should be displayed about checking feasibility of area.	
High	Verification of mandatory fields in form	- Flow should be started - User should be asked to enter address	Don't fill mandatory fields and submit the form check for all three mandatory fields i.e. Flat number ,building name and Area,street name and pincode	Free form Message asking to enter field which is not filled in form should be displayed	
High	Verification of non mandatory fields skipped in form	- Flow should be started - User should be asked to enter address	Don't fill landmark and submit	Free form message should not be asked to enter landmark () Other data should be accepted	

High	When address is not feasible as per location	- Flow should be started - User should be asked to enter location (pincode not feasible)	- Check the message	Following message should be displayed : I am sorry to inform that your area is currently not servicable. We look forward to serve you in the future. Have a nice day ahead ✓	
High	verification when address is feasible as per location	- Flow should be started - User should be asked to enter location (pincode feasible)	- Check the message	Following message along with confirmation for callback by tech team should be displayed I am happy to inform you that your area is feasible. message asking if user has received promocode should be displayed	
High	verification when User selects No to promocode received	- Flow should be started - User should have selected No to promocode received	- Select No	Although, the last mile feasibility can be only be confirmed by our technical team. Should I arrange a call from our experts to explain about our product and services? message should be displayed	
High	verification when User selects Yes to promocode	- Flow should be started - User should be asked to enter confirmation about receiving promocode	- Select Yes	User should be asked to enter promocode	
High	Validation of entered promocode : invalid format	- Flow should be started - User should be asked to enter promocode	- Verify entering invalid promocode - enter other tha 13 numeric digits - enter alphanumeric - enter text format	Proper validation should be there,user should be reprompted to enter correct promocode ,if entered incorrectly regex with 13 numeric digit should be used	
High	Verification of entered promocode : correct promocode	- Flow should be started - User should be asked to enter promocode	Verify after entering correct promocode 13 digits numeric	Although, the last mile feasibility can be only be confirmed by our technical team. Should I arrange a call from our experts to explain about our product and services? -Yes please -No , not right now	
High	Verification when user enters correct code and select Yes option for sales agent contact	- Flow should be started - User should have entered correct promocode	Select Yes option for sales agent contact	Generate Lead API should get called	
High	Verification when user enters correct code and select No option for sales agent contact	- Flow should be started - User should have entered correct promocode	Select No option for sales agent contact	FTR should be raised Generate Lead API should get called	
High	Verification of outr flow	User should have completed entering promocode	Check the message	Is there anything else to help message should be dispalyd along with following options : No thats all Broadband installation time ISP broadband plans Available modes of payment	
High	Verification of outr flow : No thats all option selection	User should have asked for outr flow help options	- Select No thats all	Closure message should be displayed	
High	Verification of outr flow : Broadband installation time	User should have asked for outr flow help options	- Select Broadband installation time	Following message should be displayed : Basis the last mile technical feasibility, it usually takes 48 hours from the realisation of payment, for the installation of the account. Closure message should be displayed	

High	Verification of out flow : ISP broadband plans options selection	User should have asked for out flow help options	- Select ISP broadband plans	User should be displayed to select between Residential and Commercial plans	
High	Verification of out flow : ISP broadband plans : Residential	User should have selected Residential option for plans	- Select Residential plan	- two plans should be displayed as per user location (pincode mapping)	
High	Verification of out flow : ISP broadband plans : Commercial	User should have selected commercial option for plans	- Select commercial plan	- two plans should be displayed as per user location (pincode mapping)	
High	Verification of out flow : ISP broadband plans : plans as per changed pincode	User should have selected commercial option for plans	- change pincode and check if plans are getting	- two plans should be displayed as per user location (pincode mapping)	
High	Verification of out flow : Available modes of payment	User should have asked for out flow help options	- Select Available modes of payment	Following message should be displayed : Currently we only accept online payments via the following modes - → Credit or Debit Card → Net Banking → Other E-wallets Closure message should be displayed	
High	Verification of bot break message and start over when user types invalid input Or bot can not understand	User should have entered invalid/gibberish query	- Enter invalid/gibberish query at different points in conversation	bot break message should be displayed with Start over option - On clicking start over , flow should start from first point	
High	Verification of API timeout and failure message	API should timeout or Fail in conversation	Verify API timeout/failure message at API integration points in flow	Proper message should be displayed to user . Refer lucid for message	
High	Verification of Additional cases of form validations	User should have reached till user details form	1. Verify the submit button does not get enabled until at least one form field filled 2. Verify placeholder in forms 3. Verify, on entering wrong values in form, it should ask the same field 4. Verify, if entered incorrect value for the left out entities from the form, retry logic should happen 5. Verify, if any field is assigned as numeric, then alphabet should not be allowed and vice versa	Every validation should work properly	