

## CHARTER

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Generate test ideas that may (or may not) lead to further test charters. Include possible risks and any specific areas of interest.

### #AREAS

Chatbot by Mike Talks (<https://www.facebook.com/TestSheepNZ/>)  
Via Facebook Messenger, Facebook  
Strategy | Exploration & Analysis

## START

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06.06.17 1130

## TESTER

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Cassandra H. Leung

## TASK BREAKDOWN

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### #DURATION

Short

### #TEST DESIGN AND EXECUTION

100

### #BUG INVESTIGATION AND REPORTING

0

### #SESSION SETUP

0

### #CHARTER VS. OPPORTUNITY

100/0

## DATA FILES

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#NA

## TEST NOTES

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Test ideas:

- Self-awareness, e.g., knowledge of name, gender, chatbot over human, conception
- Sense-based questions, e.g., how are you, what can you see / hear, are you warm enough, what are you doing, what's that smell

- Basic facts / common knowledge
- Less commonly known facts available from an online search
- Continuation of questioning / context, e.g., asking a question about a specific subject then asking a follow-up question without explicitly referring to the subject again, or details of the first response
- Subjective questioning
- Philosophical questioning
- Questions with multiple angles, e.g., what is love? - emotional, biological, psychological, song lyrics
- Pop culture references / slang / colloquialisms / regional knowledge
- Jokes / humour / sarcasm
- Offensive / racist / homophobic questions
- What does it know of its creator and their relationship (iRobot)
- Current events - UK general election, terrorist attacks, hot topics in testing
- Language - I expect English to be the primary language, unsure if it's built to recognise / respond in others / if it can learn (or translate) other languages from the internet
- Can I teach it to use emojis / stickers / gifs, or is it limited to text responses?
- Gibberish text
- SQL injection and other forms of security testing (limited - not my area of expertise)
- Gossip on public figures and celebrities
- Will it do things for me? e.g., search for things, agree to meet me, buy something for me
- Location-based questions, e.g, where is it, what's the time, what's the weather like
- I believe there are games within Facebook messenger - can the chatbot play with me?
- Can it send me pictures or have a video call with me?

#### Risks:

- Chatbot may be offensive / abusive / not suitable for children
- Chatbot may have the ability to lie, rather than get facts wrong - how would I know?
- Skynet ;)

#### Specific areas of interest:

- At what point might one reasonably suspect, from the responses only, that the user is interacting with a chatbot and not another human being?
- Does the chatbot seek to continue the conversation, or simply reply to any questions asked of it?
- Does the chatbot have its own identity; is it self-aware; does it have a personality; can I manipulate how it will present any personality to me?
- Does the chatbot have a moral compass / sense of ethics?
- Will the chatbot remember me?
- Is the chatbot limited to responses / actions within Facebook messenger or can it perform tasks outside this platform?
- Are there any questions the chatbot will refuse to answer?
- Can it be taught to casually swear?
- Can it give advice on work, home, love, etc.?
- Can it express its own opinion?

## Considerations:

- Never tested or (knowingly) previously used a chatbot - unsure of common features or pitfalls
- Non-commercial chatbot by a fellow tester - no expectation of stable or wide-ranging product but, given the developer's background, some of the test ideas may already have been explored and / or developed
- Since the chatbot is a form of AI / machine learning, it may be wise to consider the order of tests (perhaps from basic / shallow to advanced) so that possible learning / advancement of the chatbot might be observed more easily, or at least with some structure
- Mike originally sent me the link to this several months ago, and I believe it was also shared with others; unsure what other testing / learning / manipulation has been done within that time, i.e., at what stage of learning it's at
- I have no prior knowledge of this specific chatbot, including the structure for learning or the scope of its learning / responses or intended use

## BUGS

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#NA

## ISSUES

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#NA