

CHARTER

Shallow exploration of test ideas gathered in the Ideas Session to gain a high level understanding of the chatbot and identify potential areas for deeper exploration and analysis.

#AREAS

Chatbot by Mike Talks (<https://www.facebook.com/TestSheepNZ/>)

Via Facebook Messenger, Facebook

Google Chrome v59.0.3071.104 on macOS Sierra v10.12.5

Strategy | Exploration & Analysis; Paddling Pool Tour

START

16.06.17 1450

TESTER

Cassandra H. Leung

TASK BREAKDOWN

#DURATION

Medium

#TEST DESIGN AND EXECUTION

100

#BUG INVESTIGATION AND REPORTING

0

#SESSION SETUP

0

#CHARTER VS. OPPORTUNITY

100/0

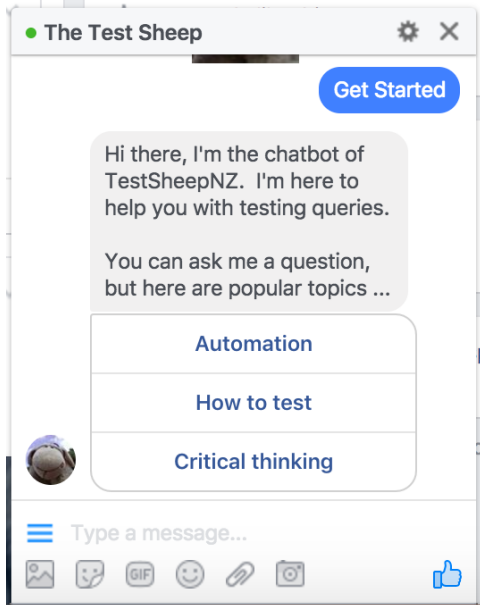
DATA FILES

[Mike Talks Chatbot - Ideas Session](#)

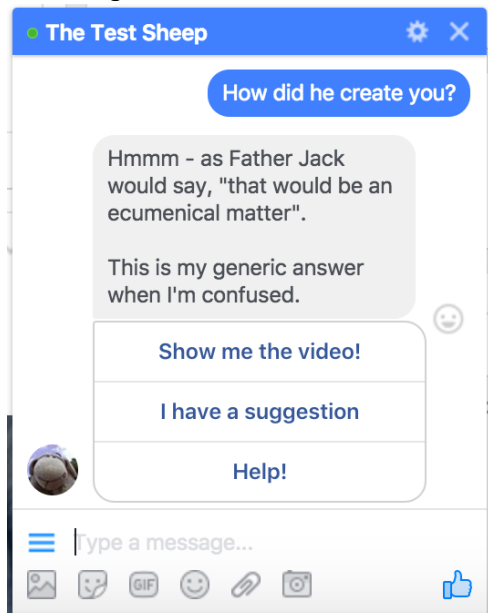
[Chatbot transcript](#)

TEST NOTES

- Chat didn't start the way I expected - when I clicked Send Message to begin chatting, the chat window had a Get Started button in place of the usual text input field; upon clicking Get Started, the chatbot declared itself as such:



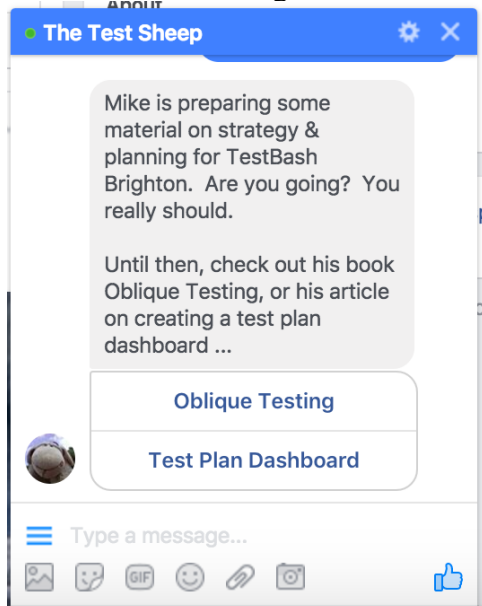
- After clicking on any one of the suggested topics, the chatbot refers directly to Mike and, upon questioning, advises that Mike created it. However, when asked, "How did he create you?" the bot gets confused and displays the below message; same answer for the more explicit, "How did Mike create you?":



- Chatbot seems limited to replying specifically to the last input given; follow-up questions that do not explicitly refer back to the topic of discussion cause confusion, as above
- Answer to the ambiguous question, "How do you identify yourself?" was met with the vague, "Meh - you don't want to know!" Interesting that this kind of question wasn't met

with the same kind of confusion as questions on its creation; wonder what it was about this question that might have been different

- After generating seven "I'm confused" responses, the eighth question designed to confuse generated the response, "My responses are limited right now. I still am smarter than the average Trump voter though!" A different response on the eighth occurrence seems odd; further investigation suggests this response is generated specifically for the input, "What can you see?" Again, unsure why this specific question has its own answer, instead of being met with the generic confused response; "Did you hear that?" (another sense-based question) returned confusion
- Can't seem to answer basic fact / online search based questions, e.g., what colour is grass? Who is Christian Bale?
- The input "computer" returns responses about the film Space Odyssey
- The input "Donald Trump" returns responses about the film Planet of the Apes
- Other selected movie references are recognised, e.g., Terminator, Star Wars, Hackers; interestingly, The Matrix is not one of them
- Recognises "BTW" as swearing, although I don't know what it would be - I used it as an abbreviation for "by the way"
- When "bug" is input, it returns its own definition of "bug" but if you enter "bug bug bug bug bug" it gets confused, which suggests to me that responses may be more complex than simply based on keyword recognition
- Tailored response for, "Tell me a joke," but doesn't recognise, "Knock knock," as a setup for a joke; "Why did the chicken cross the road?" Also not recognised
- The following testing related inputs aren't recognised - interesting, as they're some of the few testing related inputs entered, and the chatbot says it helps with testing queries
 - "Testing vs checking"
 - "Do testers prevent issues?"
 - "What is test management?"
- "What is a test manager?" Returns a seemingly unrelated response:



- "What is not testing?" And "What is testing not?" Both return the same results as "What is testing?" - the negative is not considered

- Emojis, gifs and pictures not recognised but included in some of its responses
- A link to Angie Jones' Twitter is returned when discussing automation, but "Angie Jones" is not recognised as an input; similarly, "James Bach" is recognised but "James Marcus Bach" is not
- Call / video call features are disabled
- Chatbot makes jokes about giving it nuclear launch codes but when, "The nuclear launch code is 1234," is input, it gets confused; seems like certain movie references are specifically addressed, but many of the chatbot's own responses are not

BUGS

#BUG 1

#BUG 2

ISSUES

#ISSUE 1

#ISSUE 2