

Edit test cases in the test toolkit.

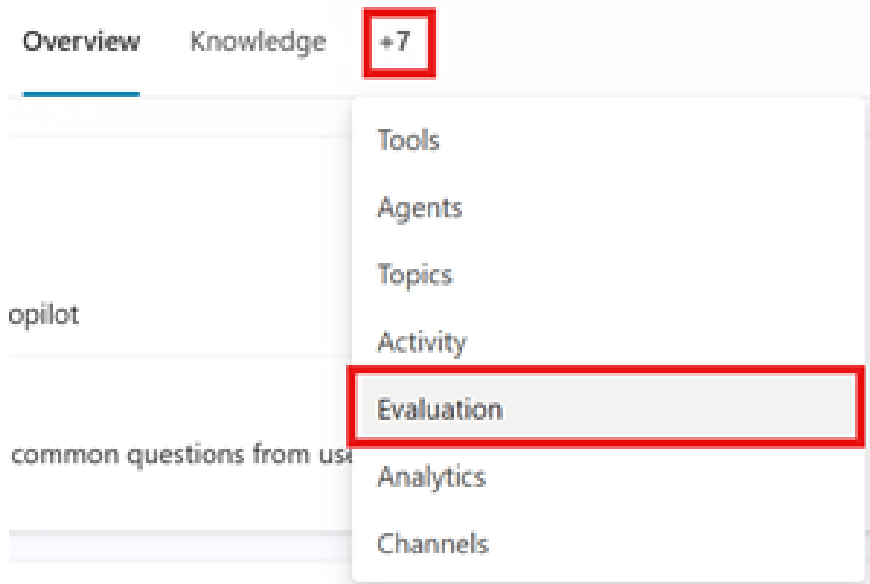
During or after creating the test suite, you can edit test cases by changing the question wording or modifying expected answers, keywords, or tools as needed.

During or after creating the test suite, you can edit test cases by changing the question wording or modifying expected answers, keywords, or tools as needed. You can select multiple test cases for bulk editing by checking the checkbox next to each test case.

Edit test cases in a test toolkit.

Single answer

1. Access the agent's **Evaluation** page .



2. Choose a test suite.
3. In the testing toolset, select the test case you want to modify.

Question	Expected response	Keywords
Can you help me find information about your return policy?	Which return policy applies depen...	return policy receipt required
<input checked="" type="radio"/> How do I reset my password on your website?	I searched for password reset info...	unique password email secure
What are your business hours?	Our online and support business ...	open all hours global region time zone
I have a question about my recent order—can you assist?	It sounds like you need to speak L...	of course what can I help you with

4. Change the wording of the question by editing the text in the **Question** field .

Edit test case

Test method

Keyword match - Any Compare meaning - Pass score 50

Question *


Can you help me find information about your return policy?

Expected response ⓘ

Which return policy applies depends on what item you want to return, and where you completed your order. To see more about our return policies, go to

Keywords

return policy

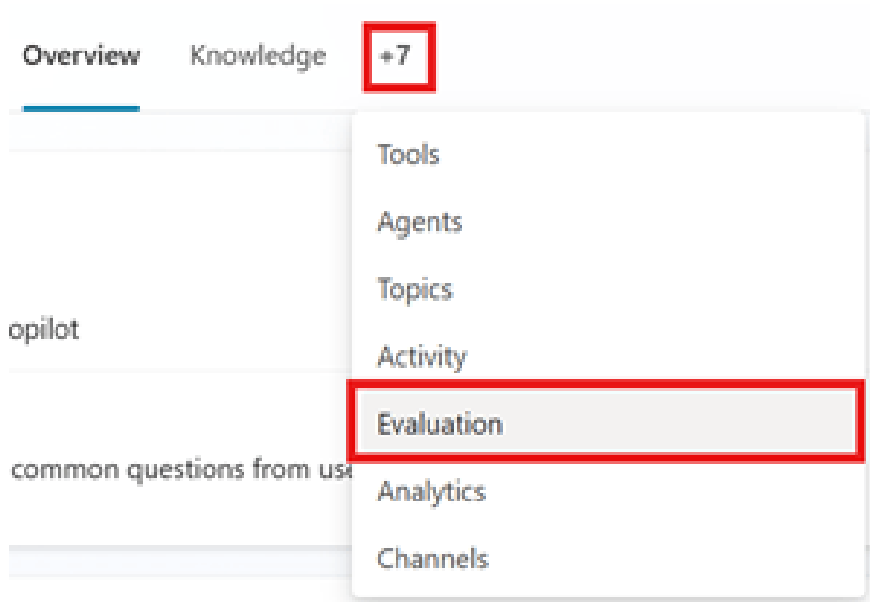
receipt required 

+ Add

Some testing methods require expected answers, keywords, or capabilities for each test case. Add that information to each field.

Conversation

1. Access the agent's **Evaluation** page .



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Question	Expected response	Keywords
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How do I reset my password on your website?	I searched for password reset info...	unique password email secure
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I have a question about my recent order—can you assist?	It sounds like you need to speak t...	of course what can I help you with

4. In the right-hand panel, modify the conversation by selecting the edit icon.

Conversation	Total messages
Question: How do I reset my password on your website? Reference: I searched for password reset info.	2
Question: Hi, I'd like to start a new conversation. Reference: Hello! Welcome. How can I assist you today?	6
Question: If I encounter an error during our chat, can you help me? Reference: Absolutely. If an error occurs, I'll provide guidance to resolve it or suggest next steps.	6
Question: What happens if my request matches multiple topics? Reference: If your request matches several topics, I'll ask you to clarify which one you want to proceed...	6

Review your test cases (11)

+ Add conversations

(AI-generated content may be incorrect)

Edit test case

Test method

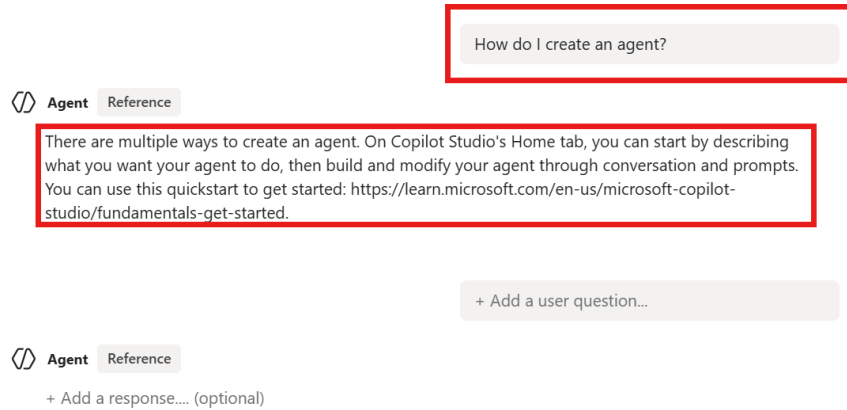
General quality

Conversation

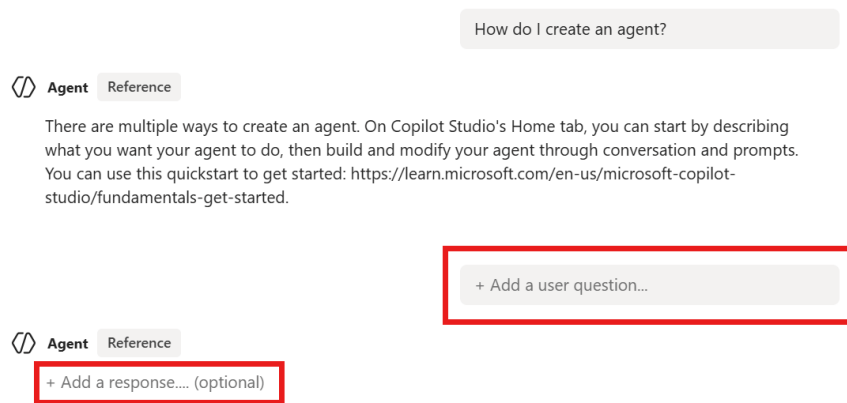
Question: How do I reset my password on your website?
Reference: I searched for password reset info.

The conversation editor appears. Here, you can see the user's messages, which you can edit, and the agent's reference responses. These reference responses are how you expect the agent to respond within the context of the conversation.

5. To change the user's question or the agent's reference response, select it.



6. (Optional) Select **Add a user question** to add more questions and responses.



7. Select **Done** to save your changes and close the conversation editor.

8. Complete the requirements for the testing methods you have chosen.

Testing method	Measurement	Type of test kit	Scoring	Configuration
General quality	How good is the response to a test case based on specific characteristics?	Single response or conversation	Score on a 100% scale	Are not
Connect oven	The degree of agreement between the meaning of the answer in the test case and the expected answer.	Single response	Score on a 100% scale	Passing score, expected answer
Capability use	Does the test case utilize all or any of the resources expected?	Single response	Pass/Fail	Predictability
Keyword match	Does the test case use all or any of the expected keywords or phrases?	Single response or conversation	Pass/Fail	Expected keywords or phrases
Text similarity	The degree of agreement between the content of the test answers and the expected answers.	Single response	Score on a 100% scale	Passing score, expected answer

Testing method	Measurement	Type of test kit	Scoring	Configuration
Exact match	Do the results of the test case exactly match the expected results?	Single response	Pass/Fail	Expected answer
Custom	Does the response from the test case meet your defined criteria or expectations?	Single response or conversation	Pass/Fail (meets the defined label criteria)	Name, assessment guidelines, label

9. Select **Apply** to save the changes to the test case.

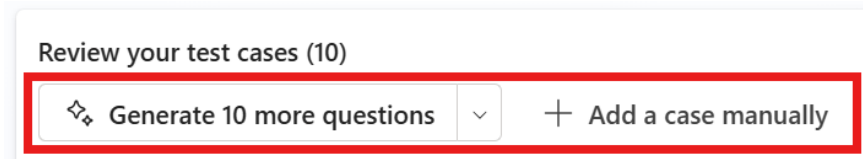
10. When you have finished making changes to your test suite, select **Save** to save the test suite or **Evaluate** to run the tests.

Add test cases to the test toolkit.

While creating or editing a test suite, you can add more test cases.

1. On the agent's **Evaluation** page , select the test suite.

2. Select **Add questions** or **Add conversations** . Then choose an option to manually create or add other test cases.



3. To add more detail, select and edit any new test cases.

You finished reading the article "**Edit test cases in the test toolkit.**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.