



# From Wonder to Wisdom

## The psychology of working with ChatGPT & Co

**Anne KRAMER**

Global CSM & Head of Training @  *Smartesting*<sup>®</sup>



**Online  
Doctor**



# AI-assisted testing



# Example

The screenshot shows a range of possible values in the "Your industry" dropdown box.

Analyze the screenshot and identify all possible values.



1. Most popular
2. Agriculture, environment
3. Animals...

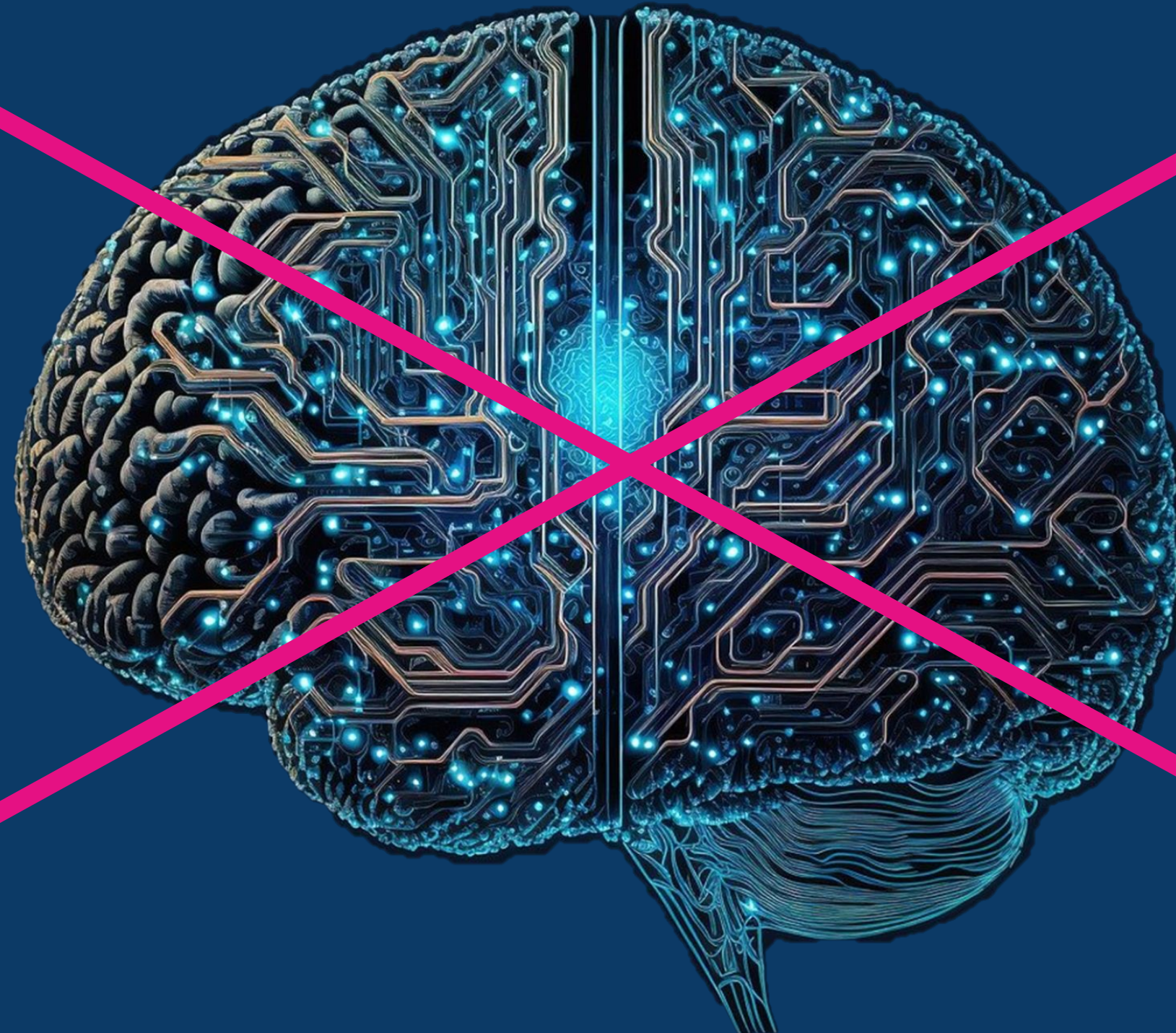
Your industry:

Most popular
Most popular
Agriculture, environment
Animals
Beauty, wellness
Cleaning, home services
Construction, renovation
Education, association
Fashion, shopping, events

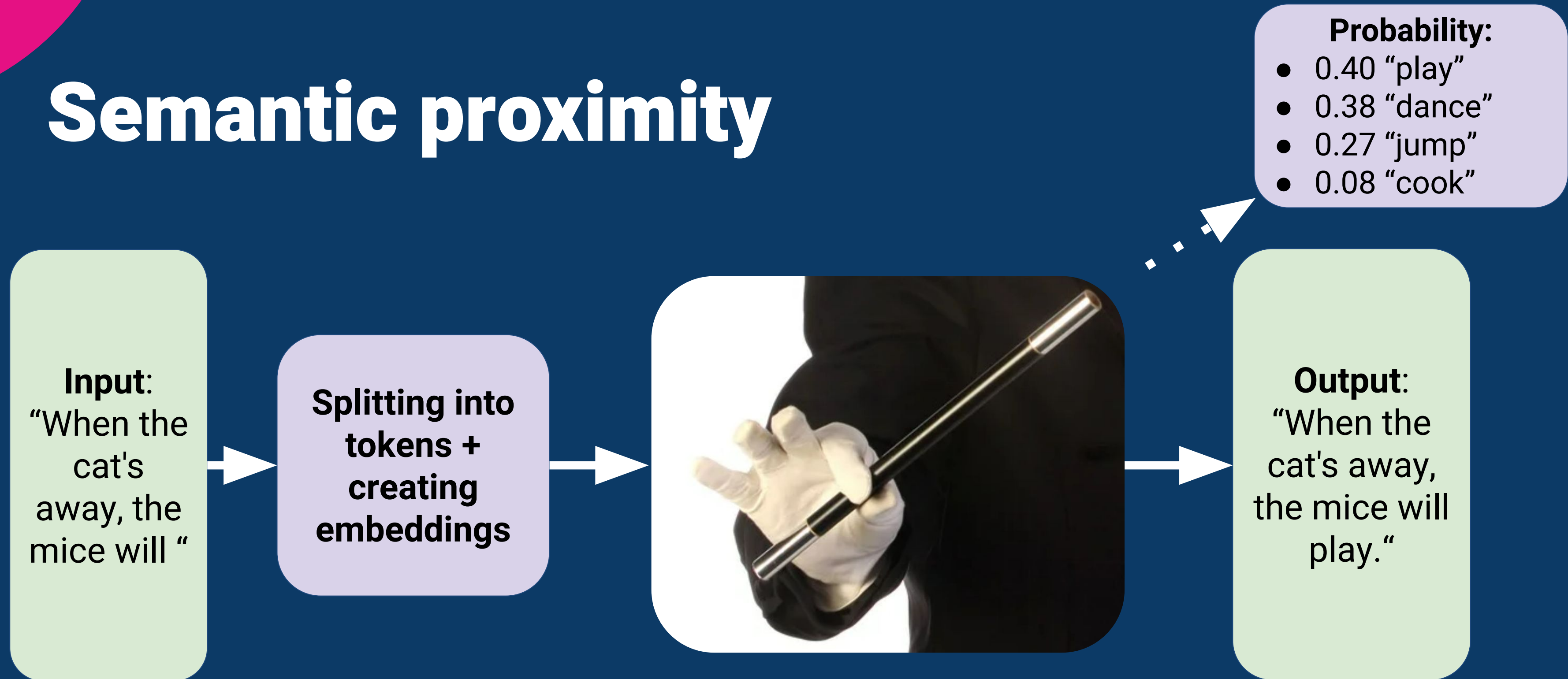
⋮



# Trap #1: AI is NOT (yet) intelligent



# Semantic proximity



# Trap #2: AI suffers from dementia

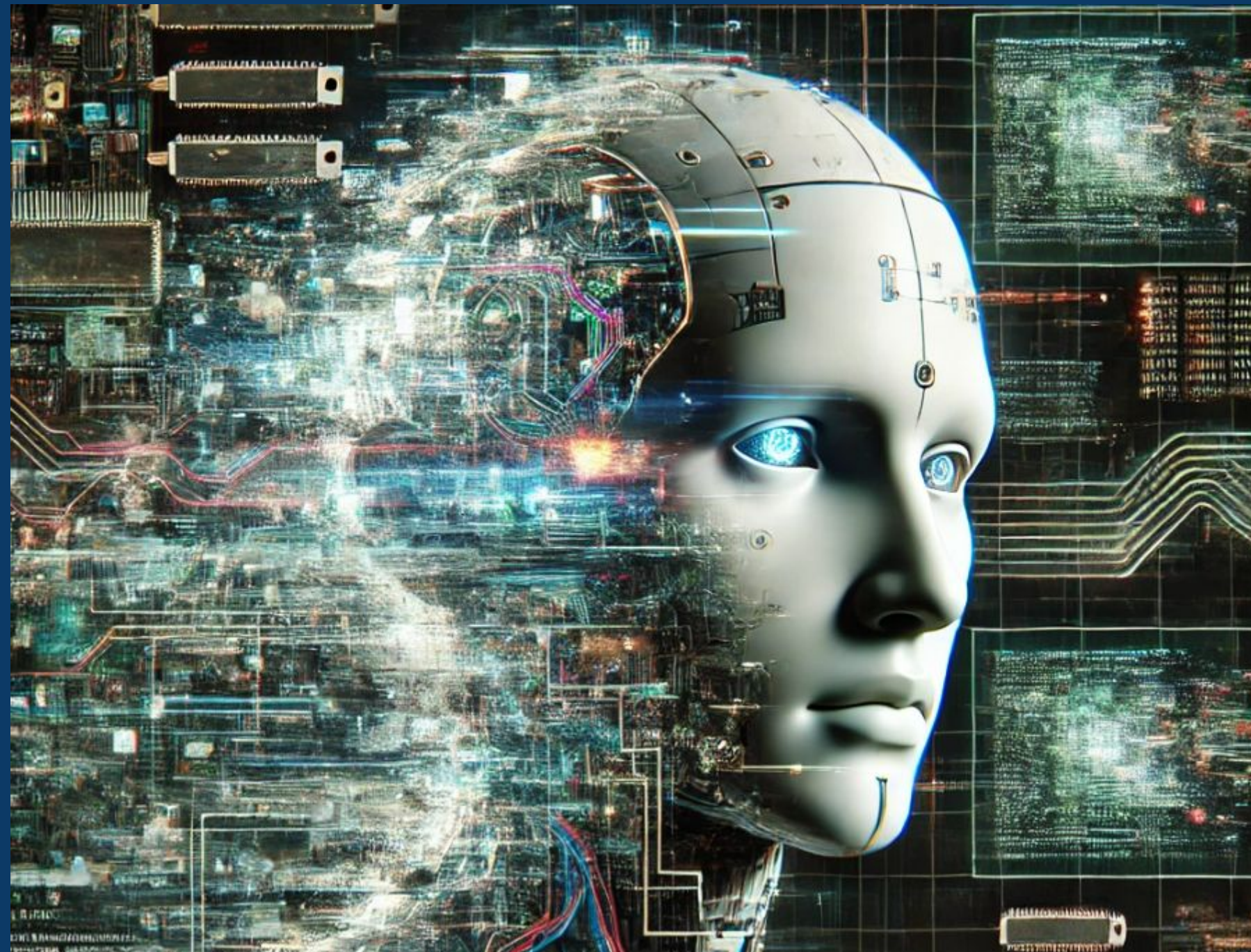
Draw a picture with AI suffering from dementia.



I wasn't able to generate the image because the request doesn't align with content policy guidelines. If you'd like to try a different concept or need assistance with something else, feel free to let me know!



# Trap #2: AI suffers from dementia



# Tokens

Token count

9

When the cat's away, the mice will

4599, 279, 8415, 596, 3201, 11, 279, 24548, 690

<https://tiktokenizer.vercel.app/>

# Limited context window

**openAI GPT4o & OPEN-MISTRAL-NEMO**

128.000 tokens

**claude-3-5-sonnet**

200.000 tokens



# Good practice

- 👉 Keep an eye on the number of tokens.
- 👉 New context / task ⇒ new chat



# Structured prompt

Role – Context – Instruction – Constraints – Output format – Data

You are my assistant for writing test scenarios in Gherkin format based on a given requirement. The system to be tested is (...). I will give you a list of requirements.

Determine all equivalence partitions to be tested. Make sure that both valid and invalid equivalence partitions are covered.

Answer in the following format:

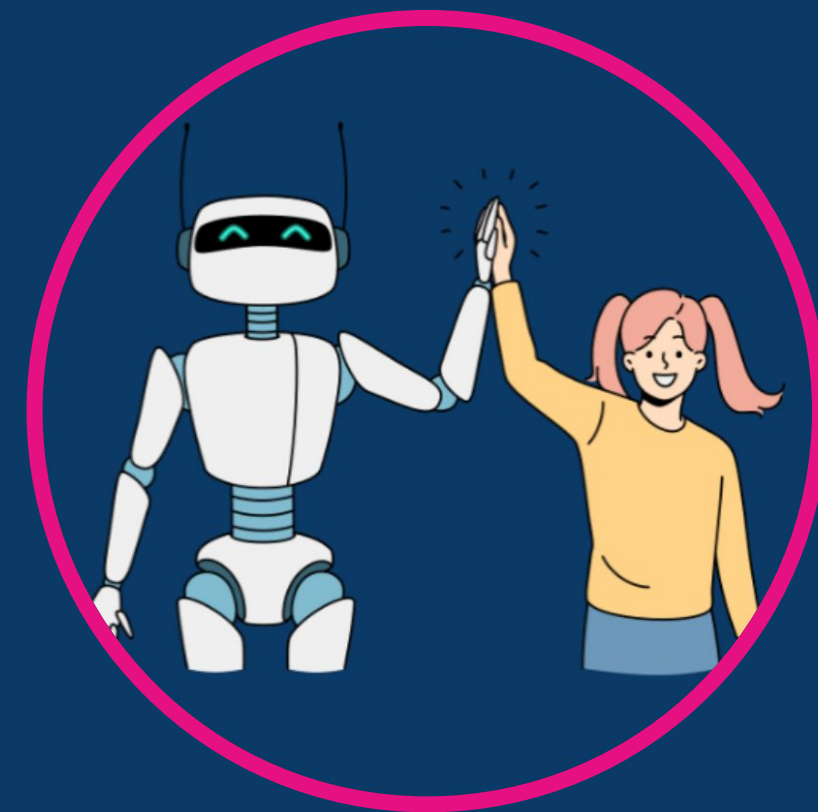
| Test condition | Equivalence partition | Exemplary value |

###

(followed by the requirement)

# Prompting techniques

- 👉 Provide examples to guide the generation (n-shot prompting)
- 👉 Proceed step-by-step (chain-of-thought)



# More good practices

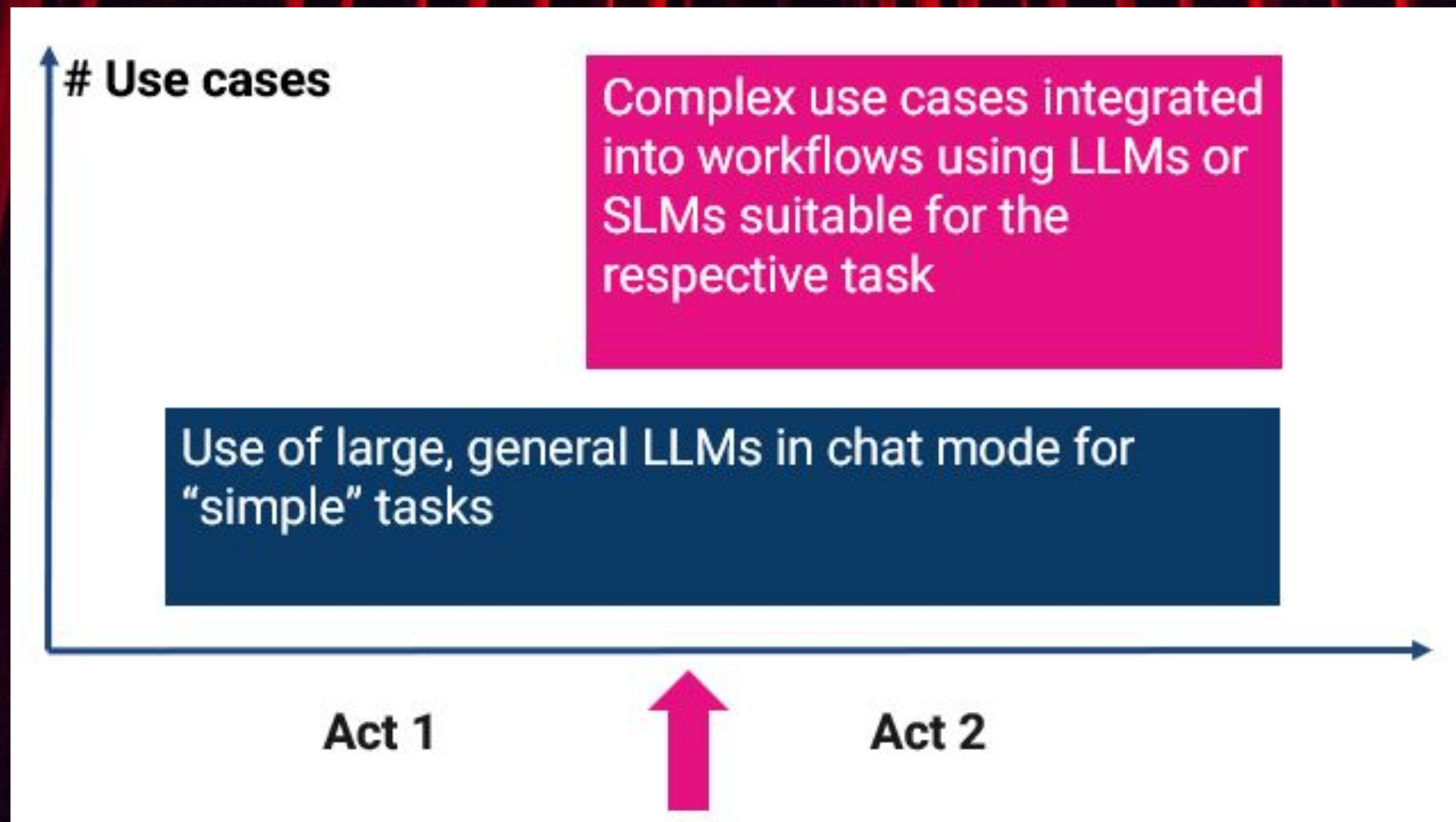
- 👉 Know the limits of GenAI.
- 👉 “Talk” to it as if it were a child.







# Generative AI – Act 2



# 5 phases of AI according to openAI

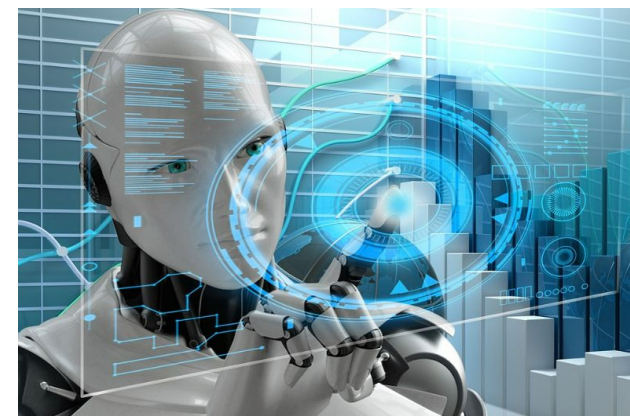
1. Conversational AI



2. Reasoning AI



3. Autonomous AI



4. Innovating AI



5. Organizational AI

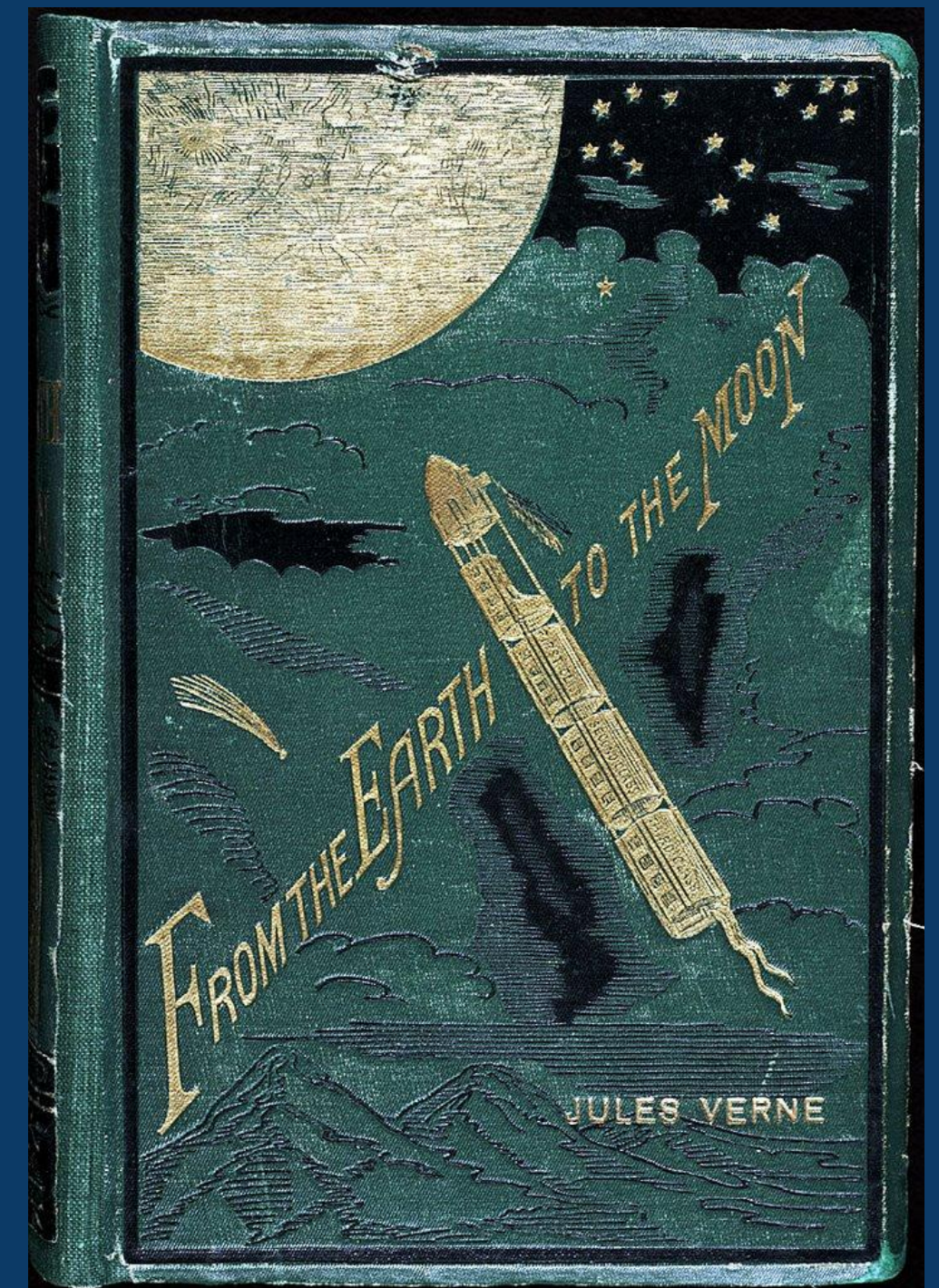


Source:

<https://www.forbes.com/sites/jodiecook/2024/07/16/openais-5-levels-of-super-ai-agi-to-outperform-human-capability/>

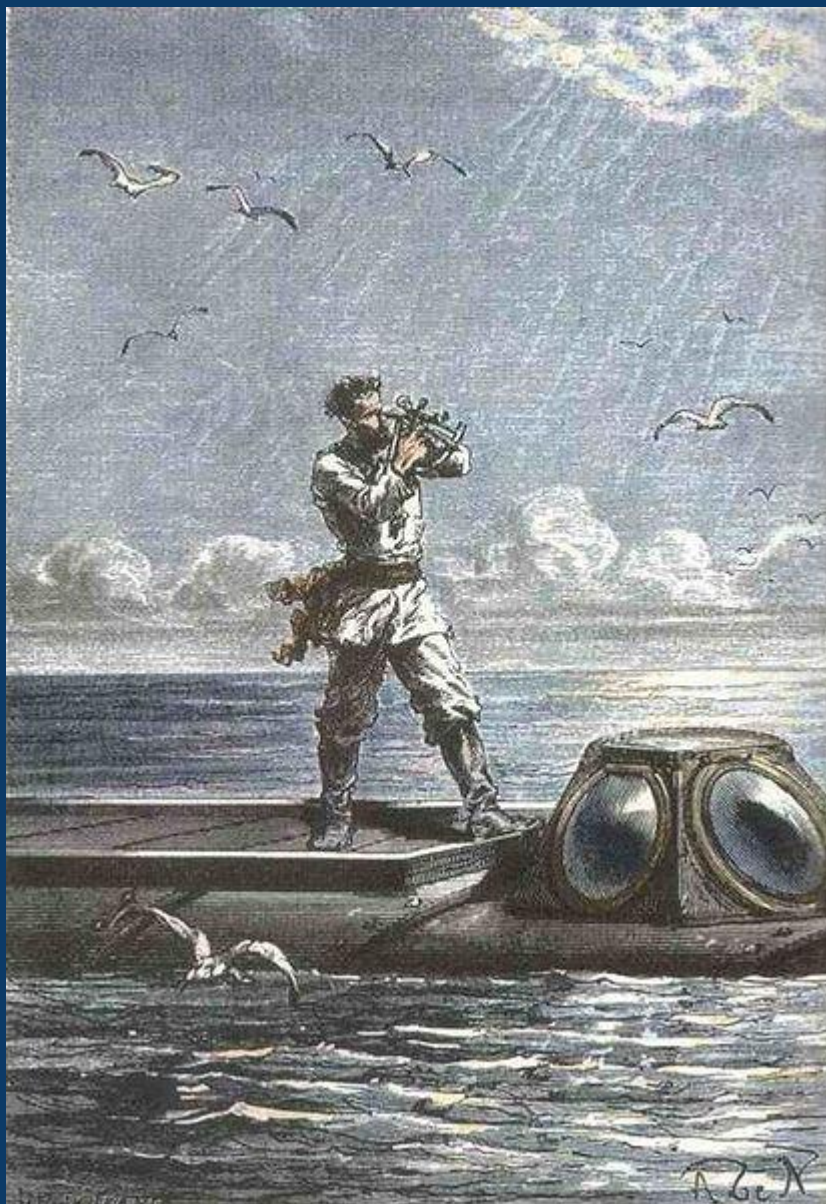
# Artificial General Intelligence

Just science fiction?



# Our way of thinking changes

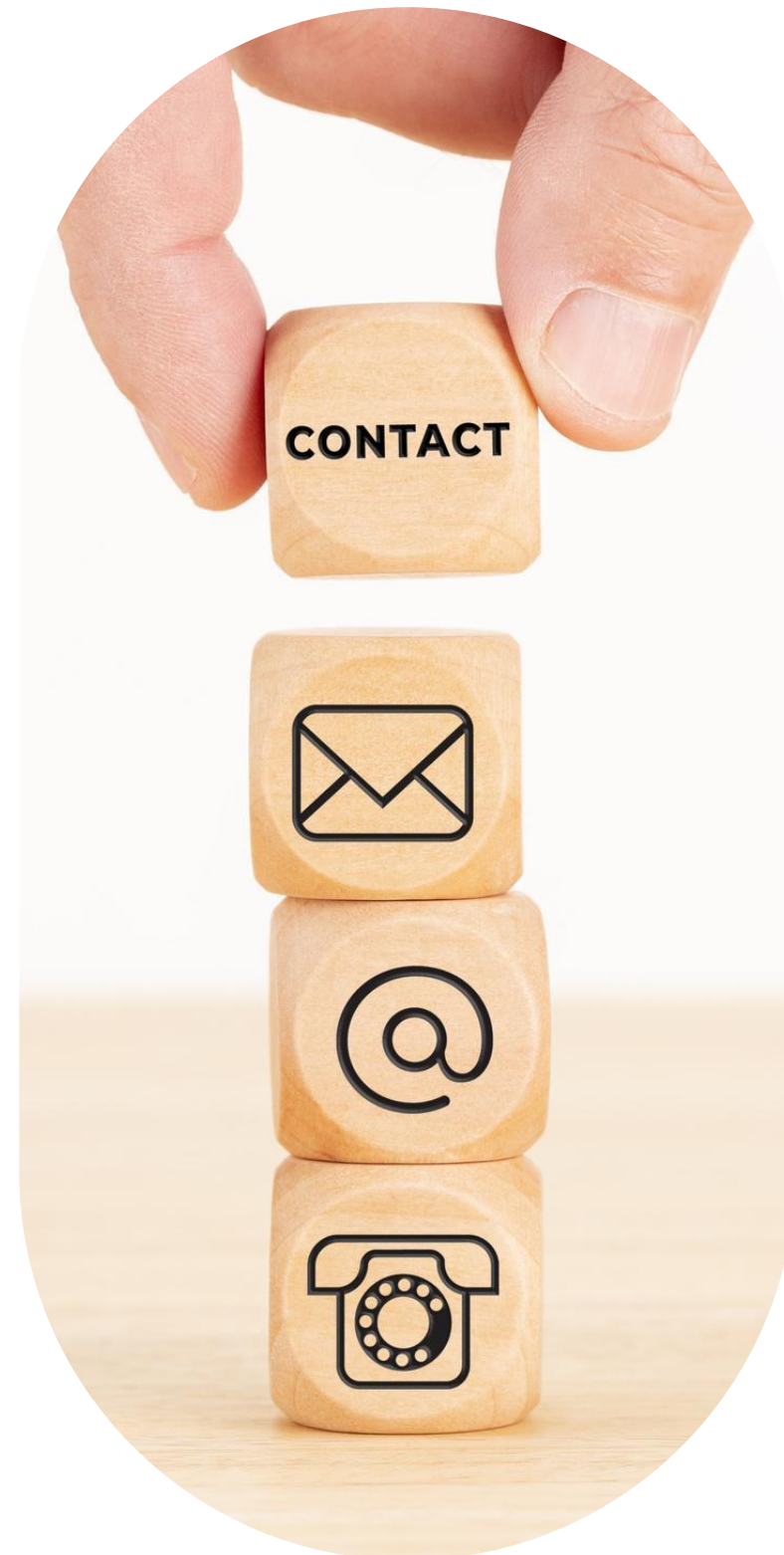
## Mistral NeMo





# Can the virtual colleague suffer?





# Let's keep in touch

## Address

17E, Rue Alain Savary - 25000 BESANCON

## Phone

+33 (0) 3 57 53 00 04

## Email

hello@smartesting.com

## Website

smartesting.com



# Thanks!

---



*Smartesting*<sup>®</sup>



# Credits

## Own creations generated with DALL-E



## Pictures taken from Pixabay

- Patient: <https://pixabay.com/de/photos/online-meeting-tablette-privat-5200359/> (Danny144, modified)
- Online Doctor: <https://pixabay.com/de/photos/arzt-graue-haare-erfahrung-2337835/> (granderboy)
- Handshake: <https://pixabay.com/de/photos/ai-k%C3%BCnstliche-intelligenz-8859373/> (u\_an64dh40g2)
- Brain: <https://pixabay.com/de/photos/cyber-gehirn-computer-gehirn-7633488/> (DeltaWorks, modified)
- Rollercoaster: <https://pixabay.com/de/photos/achterbahn-liseberg-schweden-7255670/> (mammela)
- Magic wand: <https://pixabay.com/de/photos/magie-trick-talent-show-erwachsene-7780477/> (?, modified)
- Champagne: <https://pixabay.com/de/photos/wein-sekt-alkohol-gl%C3%A4ser-bar-3503895/> (delo, modified)
- Champagne flutes: <https://pixabay.com/de/photos/vorabend-trinken-kristall-festlich-1071352/> (DariuszSankowski)
- Apprentice: <https://pixabay.com/de/photos/kochen-koch-jungkoch-lehrling-7363857/> (HutchRock)
- Future: <https://pixabay.com/de/illustrations/hand-roboter-mensch-maschine-1571842/> (geralt)
- Curtain: <https://pixabay.com/de/photos/b%C3%BChnenvorhang-vorhang-b%C3%BChne-660078/> (Nachrichtten\_muc)
- Reading humanoid: <https://pixabay.com/de/illustrations/ai-generiert-roboter-lesen-humanoid-8620394/> (myshoun)

## Wikipedia (public domain)

- [https://en.wikipedia.org/wiki/From\\_the\\_Earth\\_to\\_the\\_Moon#/media/File:From the Earth to the Moon Jules Verne.jpg](https://en.wikipedia.org/wiki/From_the_Earth_to_the_Moon#/media/File:From_the_Earth_to_the_Moon_Jules_Verne.jpg)
- [https://de.wikipedia.org/wiki/Kapit%C3%A4n\\_Nemo#/media/Datei:20000\\_Nemo\\_sex tan\\_\(cvet\).jpg](https://de.wikipedia.org/wiki/Kapit%C3%A4n_Nemo#/media/Datei:20000_Nemo_sex_tan_(cvet).jpg)

+ some graphics from Canva

