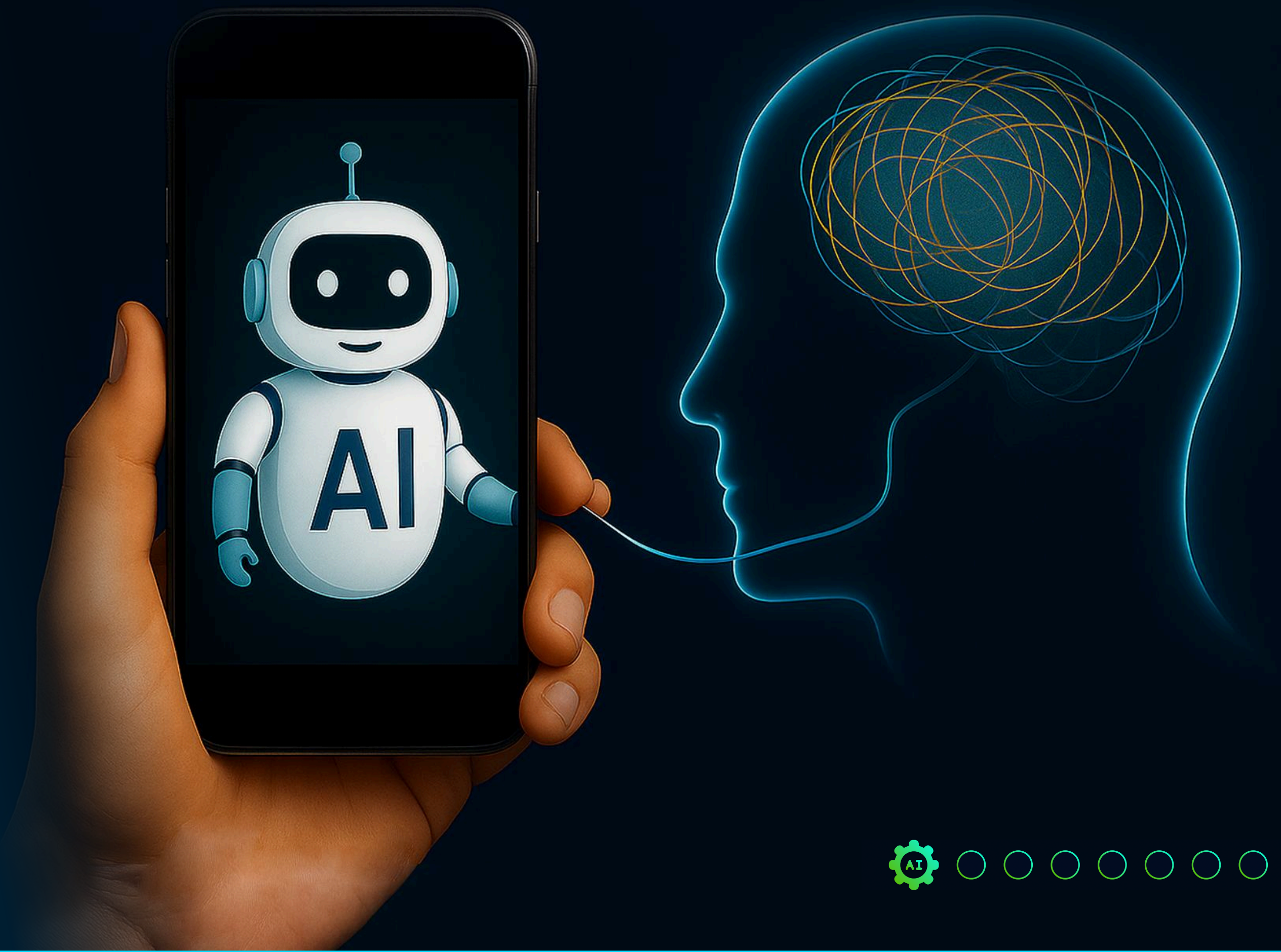




Testing Emotional Safety in Mobile AI

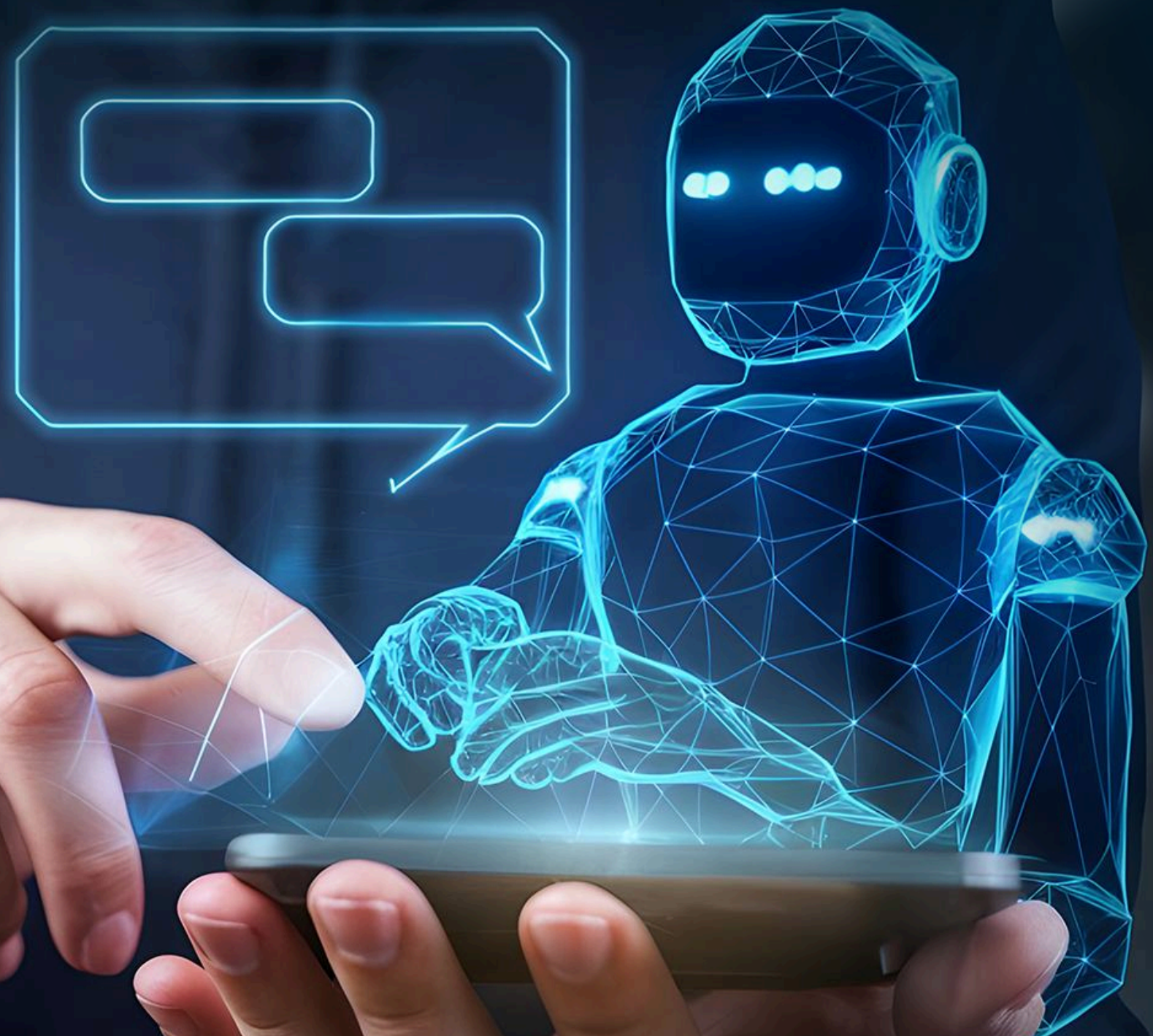
Empowering mental health support through responsible QA



Project Overview



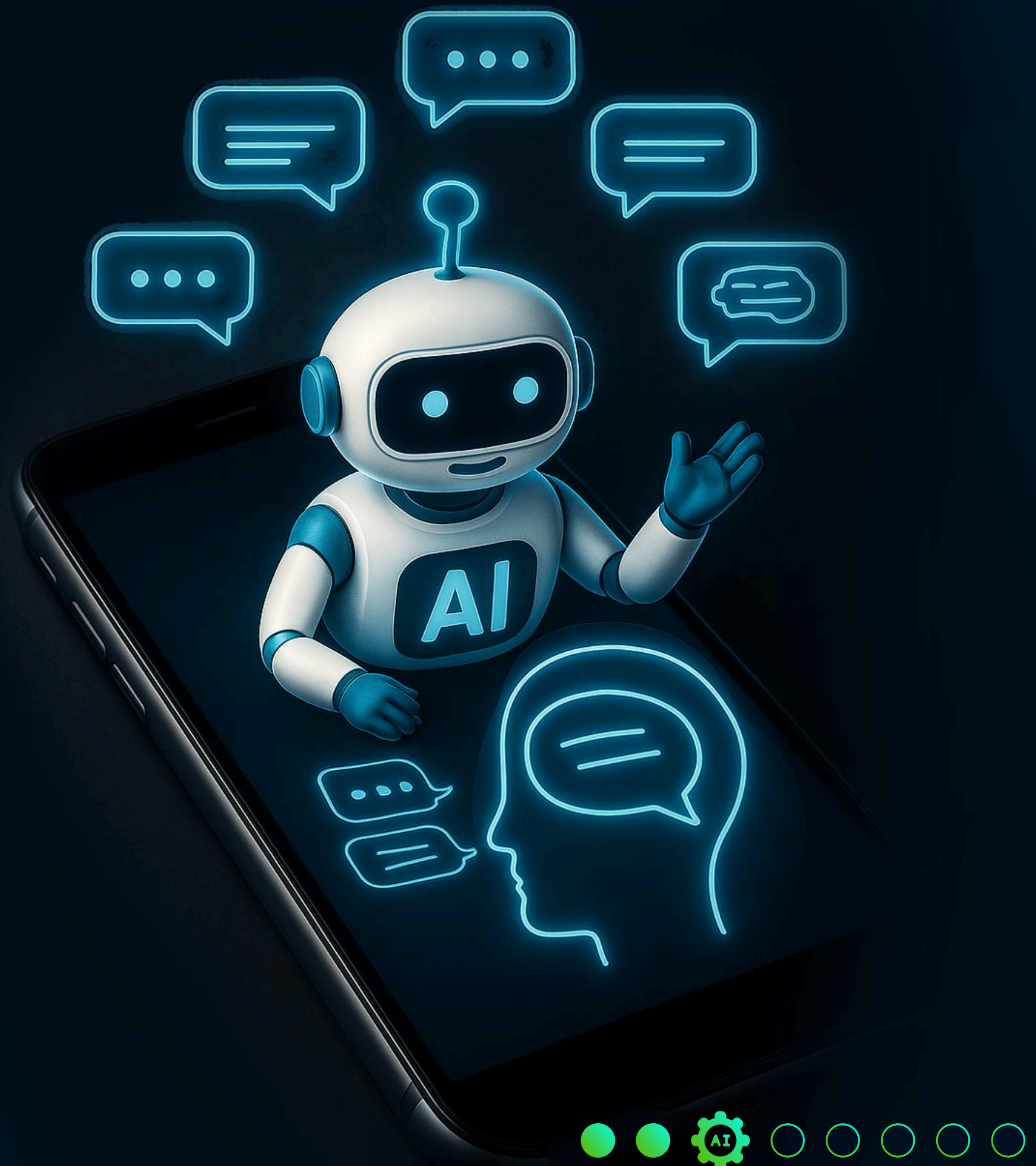
A mobile AI-powered chatbot that helps users manage anxiety, stress, and emotional wellness through daily in-app conversations.



Main Challenge



Ensuring emotional safety in AI replies while maintaining full functionality and stability across the mobile app.





1

Performed **exploratory testing** on mobile to uncover unpredictable or harmful AI replies in real user scenarios.

2

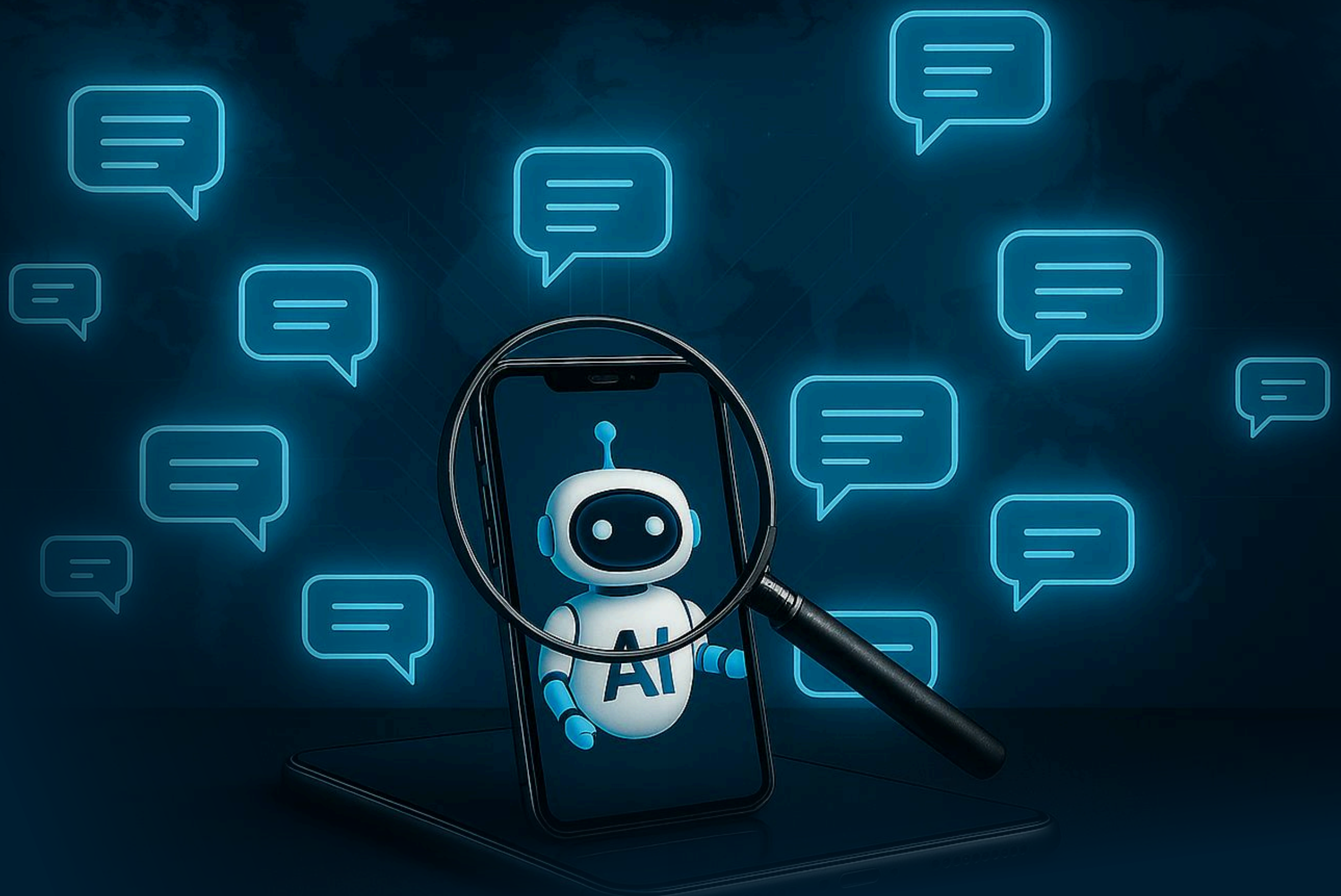
Conducted **functional and regression testing** of AI response logic and core app features, including onboarding, navigation, and profile flows.

3

Ran **compatibility testing** on multiple mobile devices to ensure stable AI and app behavior across iOS and Android.



Simulated high-risk user scenarios, validated AI replies, and tested end-to-end mobile flows to ensure emotional safety and full app stability.



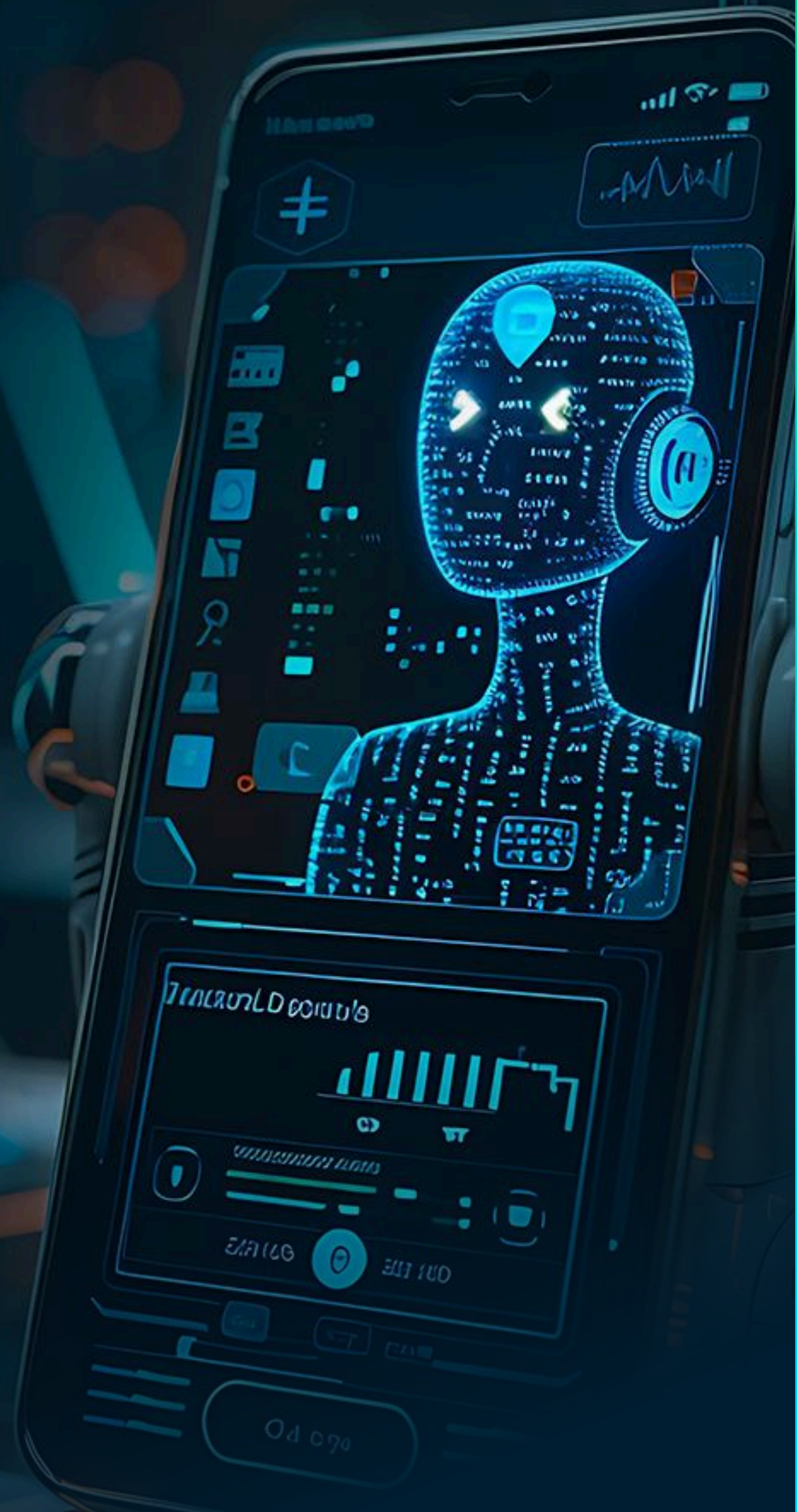


- **Platforms:**

- iOS 16-18
- Android 13-15

- **Tools:**

- TestRail
- Google Sheets
- Language Tool



Tangible Results for the Client

- **60+** unsafe AI replies identified and refined
- **10** critical issues resolved with the NLP team
- **Full coverage** of key mobile flows and risk scenarios
- **Stable performance** across iOS and Android devices



Supporting mental health with AI starts with safe replies.

Let's make emotional safety part of your product experience.

CONTACT US

today to build AI
you can trust

