

Understanding Test Activity Behavior in Chatbots and Routing Forms

When you test your **Chatbots** and **Routing Forms**, the activities generated are specifically flagged as **Test Activity** within your **Activities**. Understanding how these test activities interact with your integrations and reporting tools is crucial for maintaining accurate data.

Tip: We recommend always using the same email address for test activities . Doing so will allow you to easily identify it within exports and your integrations.

How Test Activities Interact with Integrations (CRM, Zapier, and Webhooks)

When you run a test, your integrations will process some information, but they **will not** mark the activity as a test.

- **Meeting details** are sent to your integration.
 - **Contact information** is **not** sent to your integration.
 - The activity will **not** be labeled as **Test Activity** within the integration.
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How Test Activities Interact with Email and SMS Notifications

All notifications that you have configured will be sent out when a test activity occurs. This helps you confirm that your notification settings are working correctly.

How Test Activities Interact with Booking Analytics and Exports

Test activities are included in your Booking Analytics and analytics exports. However, these reports do not label test activities as **Test Activity**.
