**User Acceptance Testing (UAT)**

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| --- | --- |
| Date | 26-05-2025 |
| Team ID | LTVIP2025TMID43459 |
| Project Name | FlightFinder |
| Maximum Marks | 4 |

**📌 Project Name:**

FlightFinder – Online Complaint Registration and Management System

**📄 Description:**

FlightFinder is a full-stack web application developed using the MERN stack (MongoDB, Express.js, React, Node.js) that aims to transform how complaints are handled in organizations, customer support, and public service systems.

The platform provides a **centralized and user-friendly interface** for:

* **Customers** to submit complaints, view status, and interact with assigned agents.
* **Agents** to manage assigned complaints, communicate with users, and resolve issues.
* **Admins** to oversee all complaints, assign them to agents based on workload/expertise, and manage system-wide activity.

Built with a responsive UI and real-time capability, FlightFinder ensures transparency, faster resolution, and improved user satisfaction.

**🧾 Key Features:**

* Real-time complaint tracking and communication
* Secure user login and role-based access
* Complaint submission with optional document/image uploads
* Admin dashboard to monitor complaints and assign agents
* Agent dashboard to handle assigned tasks
* Notification-based updates (planned: email/SMS)
* History tracking for previous complaints

**🔖 Project Version:**

v1.0.0

**🕒 Testing Period:**

**From:** 26th May 2025  
**To:** 2nd June 2025

**🎯 Testing Scope:**

The scope of testing covers core functionality across all roles:

**👤 User:**

* Registration and login
* Submitting complaints with details and attachments
* Viewing status updates and agent responses
* Receiving notifications for status changes

**🧑‍💼 Agent:**

* Logging in with valid credentials
* Viewing complaints assigned by the admin
* Updating complaint statuses
* Chatting with the user

**👨‍💼 Admin:**

* Viewing all submitted complaints
* Assigning complaints to agents
* Managing user and agent data
* Ensuring timely resolution

**📌 Requirements to be Tested:**

* As a **client**, I want to post complaints easily without delay.
* As a **user**, I want a secure login system and real-time updates on my complaints.
* As an **agent**, I want to manage and respond to my assigned complaints efficiently.
* As an **admin**, I want full control over complaint assignment, monitoring, and user/agent management.

**🌐 Technologies Used:**

| **Layer** | **Technologies** |
| --- | --- |
| Frontend | React.js, Bootstrap, Material UI |
| Backend | Node.js, Express.js |
| Database | MongoDB, Mongoose |
| Real-Time | Socket.io, WebRTC (planned) |
| Deployment | Render, GitHub |
| **TEST CASES:** |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| TC-001 | User Registration | 1. Visit the FlightFinder site 2. Click "Sign Up" 3. Fill in details 4. Submit the form | Account created successfully and redirected to user dashboard | As expected | Pass |
| TC-002 | User Login | 1. Visit login page 2. Enter valid credentials 3. Click "Login" | User is logged in and redirected to dashboard | As expected | Pass |
| TC-003 | Complaint Submission | 1. Login as user 2. Go to "Submit Complaint" 3. Fill complaint form 4. Upload document (optional) 5. Submit | Complaint submitted and confirmation shown | As expected | Pass |
| TC-004 | Complaint Status Tracking | 1. Login as user 2. Go to "My Complaints" 3. View current status of complaints | Status displayed as per latest update | As expected | Pass |
| TC-005 | Agent Status Update | 1. Login as agent 2. Go to "Assigned Complaints" 3. Click on a complaint 4. Change status to "In Progress" or "Resolved" 5. Save changes | Complaint status updated successfully | As expected | Pass |
| TC-006 | Admin Complaint Assignment | 1. Login as admin 2. Go to "All Complaints" 3. Select unassigned complaint 4. Choose agent 5. Click "Assign" | Complaint assigned to agent and reflected in agent dashboard | As expected | Pass |

**BUG TRACKING :**

***Sign-Off***

| **Field** | **Value** |
| --- | --- |
| Tester Name | S V Guru Pranathi |
| Role | QA Tester / Developer |
| Date | 29-06-2025 |
| Signature | S V Guru Pranathi |
| Status | ✅ Accepted for Deployment |

**Bug Tracking Table**

| **Bug ID** | **Bug Description** | **Steps to Reproduce** | **Severity** | **Status** | **Additional Feedback** |
| --- | --- | --- | --- | --- | --- |
| BG-001 | Error on complaint submission without fields | 1. Login as user 2. Click "Submit Complaint" 3. Submit empty form | Medium | Open | Form should validate required fields |
| BG-002 | Agent cannot update status | 1. Login as agent 2. Open assigned complaint 3. Click "Update Status" — fails | High | Open | Check backend route/controller for errors |
| BG-003 | Admin dashboard loading slowly | 1. Login as admin 2. Navigate to "All Complaints" 3. Page takes long to load | Medium | In Progress | Consider optimizing database queries |
| BG-004 | Invalid login shows blank screen | 1. Enter wrong credentials 2. Press Login 3. Blank screen appears | High | Resolved | Added error toast message for invalid login |