User Acceptance Testing (UAT) Template

Date	26th June 2025
Team ID	LTVIP2025TMID53959
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	

Project Overview:

Project Name: ResolveNow: Your Platform for Online Complaints
Project Description: A web-based platform for users to register, submit, track, and resolve complaints efficiently

Project Version: V 10.9.2

Testing Period: [June 24, 2025] to [June 26, 2025]

Testing Scope:

1. **Features and Functionalities to be Tested**

- **User Authentication**
  - • User registration, login, logout
  - • Password reset (if available)
- **Complaint Submission**
  - • Submit complaint with category, description, and optional file
  - • Auto-generate complaint ID
- **Complaint Tracking**
  - • View complaint status and history
  - • Receive real-time updates
- **Admin Panel**
  - • View, assign, and update complaints
  - • Manage user accounts
- **Agent Dashboard**
  - • View assigned complaints
  - • Update progress and resolution
- **UI/UX and Responsiveness**
- Add, edit, delete books
- Manage user accounts
- View and manage orders
- ➢ **UI/UX and Responsiveness**
  - • Desktop and mobile compatibility
  - • Consistent layout and design
- ➢ **Form Validation and Error Handling**
  - • Client-side and server-side validation
  - • Proper error messages

- 2. **User Stories / Requirements to be Tested**
  - As a user, I can register and log into my account.
  - As a user, I can submit a complaint with relevant details.
  - As a user, I can track the status of my complaint.
  - As an admin, I can view and manage all complaints.
  - As an agent, I can update the status of assigned complaints.
  - As an admin, I can manage registered users.
  - As a user, I cannot access admin or agent-specific pages.
  - As a user, I receive proper validation messages on invalid input.
  - As a user, I can use the application smoothly on mobile and desktop devices.

Test Cases:

• Test Case 1: User Signup

- **Test Case ID:** RN_TC_001
- **Title:** User Signup with valid credentials
- **Preconditions:** User is on the signup page
- **Test Steps:**
  - Enter valid name, email, password
  - Click "Sign Up"
- **Test Data:** Name: Divya, Email: divya123@gmail.com, Password: Test@123
- **Expected Result:** User is successfully registered and redirected
- **Remarks:** Should show confirmation or login prompt

- **Test Case 2: Admin Login**

Field	Detail
Test Case ID	RN_TC_002
Title	Admin Login with valid credentials
Preconditions	Admin is on the login page
Test Steps	1. Enter admin credentials 2. Click "Login"
Test Data	Email: admin@booknest.com Password: Admin@123
Expected Result	Redirected to Admin Dashboard
Remarks	Role must be verified as Admin

• **Test Case 3: Agent Login**

- **Test Case ID: RN_TC_003**

- **Title: Agent account login**

- **Preconditions: Agent is on login page**

- **Test Steps:**

     1. **Enter agent credentials**

     2. **Click Login**

- **Test Data: Email: agent@resolvenow.com, Password: Agent@123**

- **Expected Result: Agent dashboard is displayed**

- **Remarks: Dashboard must show agent-specific feature**

• Test Case 4: Submit Complaint

- Test Case ID: RN_TC_004

- Title: User submits a complaint

- Test Steps:

     1. Fill complaint form

     2. Click "Submit"

- Test Data: Category: Service, Description: "Internet not working"

- Expected Result: Complaint is submitted and ID is generated

- Remarks: Complaint should appear in user's dashboard

• Test Case 5: Track Complaint Status

- **Test Case ID: RN_TC_005**

- **Title: User tracks complaint status**

- **Preconditions: Complaint has been submitted**

- **Test Steps:**

     1. **Go to dashboard**

     2. **Click on complaint ID**

- **Expected Result: Status and history are displayed**

- **Remarks: Updates should reflect in real-time**

• Test Case 6: Admin Updates Complaint

- **Test Case ID: RN_TC_006**

- **Title: Admin updates complaint status**

- **Preconditions: Admin is logged in**

- **Test Steps:**

  1. **Navigate to complaint list**

  2. **Select complaint**

  3. **Update status to "In Progress"**

- **Test Data: Complaint ID: RN12345**

- **Expected Result: Status is updated and user is notified**

- **Remarks: Notification should be sent via email**

Preconditions

Test Steps	1. Go to Wishlist 2. Click on View 3. Click on login now and then ok record
Test Data	Fill data
Expected Result	Status completed
Remarks	Result was showed in admin

- ☑ **Test Case Summary – *ResolveNow***

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
RN_TC_001	User Registration using Email	1. Open registration page	User account is created and	Confirmation email	Pass

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
		2. Enter valid email, password, confirm password 3. Click "Register"	confirmation email is sent	received	
RN_TC_002	User Login	1. Open login page 2. Enter registered email and password 3. Click "Login"	User is redirected to dashboard	Redirected to dashboard	Pass
RN_TC_003	Registration with existing email	1. Enter already registered email 2. Submit the form	Error message: "Email already exists"	Error shown correctly	Pass

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
RN_TC_004	Submit Complaint	1. Login 2. Navigate to "Submit Complaint" 3. Fill in category, description, and optional file 4. Click "Submit"	Complaint is submitted and ID is generated	Complaint ID displayed	Pass
RN_TC_005	Track Complaint Status	1. Login 2. Go to "My Complaints" 3. Click on a complaint ID	Complaint status and history are displayed	Status shown correctly	Pass
RN_TC_006	Admin Updates Complaint	1. Admin logs in 2. Opens complaint list 3.	Status is updated and user is notified	Notification received	Pass

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
		Selects a complaint 4. Updates status to "In Progress"			
RN_TC_007	Unauthorized Access to Admin Panel	1. Login as regular user 2. Try accessing admin URL	Access denied with appropriate error message	Access blocked with error	Pass
RN_TC_008	Form Validation – Empty Fields	1. Open registration form 2. Leave fields blank 3. Click "Register"	Error messages shown for required fields	Validation errors displayed	Pass
RN_TC_009	Mobile Responsiveness	1. Open application on mobile brows	Layout adjusts correctly and remains	Mobile layout responsive	Pass

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
		er 2. Navigate through key pages	functional		
RN_TC_010	Agent Login and Complaint View	1. Login as agent 2. View assigned complaints 3. Open complaint details	Agent dashboard loads with assigned complaints	Complaints visible to agent	Pass

---

- 📝 **Notes**

- **All test cases include both positive and negative scenarios.**

- **Encourage testers to log bugs with severity, status, and reproduction steps.**

- **Collect feedback for UI/UX and performance improvements.**

- **Ensure sign-off from the project manager and product owner before deployment.**