

Fintech Payment Optimization Dashboard - UAT Plan

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December 2023

1. Introduction

As the Product Owner at Deloitte, I led User Acceptance Testing (UAT) for the Fintech Payment Optimization Dashboard (Jan 2023 - Dec 2023) to validate real-time transaction monitoring and fraud detection. This 2-3 page UAT plan, part of the 7-page full document, was executed in the final sprint (Dec 2023) with analysts and compliance teams, ensuring PCI-DSS compliance and a 25% improvement in fraud detection. The plan tested key features like monitoring, alerts, and analytics.

2. Objectives

- Validate real-time transaction monitoring accuracy.
- Confirm fraud alerts are timely and actionable.
- Ensure data filters meet analyst needs.
- Verify analytics dashboard functionality in Power BI.
- Test multi-device support (desktop/tablet).

3. Scope

The UAT covers MVP features: monitoring, alerts, filters, analytics, and multi-device support. Out-of-scope: predictive AI modeling (deferred to 2024).

4. Test Participants

- Analysts: 8 from client's fraud team.
- Managers: 3 from operations.
- Compliance Officers: 2 from legal team.

- Stakeholders: Client IT and product teams.

5. Test Cases

Test Case 1: Real-Time Monitoring

- Objective: Ensure transaction data displays accurately.
- Steps:
 1. Log into dashboard as an analyst.
 2. View transaction volume and status.
 3. Compare with source data (via SQL queries).
- Acceptance Criteria:
 - Data refreshes in real-time (<5 seconds).
 - Matches source data with 100% accuracy.
- Tested: Sprint 7, Dec 2023.

Test Case 2: Fraud Alerts

- Objective: Confirm alerts for suspicious transactions.
- Steps:
 1. Simulate suspicious transaction (e.g., high-value transfer).
 2. Verify alert displays on dashboard.
 3. Click alert to view transaction details.
- Acceptance Criteria:
 - Alerts appear within 2 seconds.
 - Links to correct transaction details.
 - No false positives (verified in sprint 6).
- Tested: Sprint 7, Dec 2023.

Test Case 3: Data Filters

- Objective: Ensure filters work for multiple criteria.
- Steps:
 1. Log into dashboard as a manager.
 2. Apply filters (date, merchant, transaction type).
 3. Save filter preferences.
- Acceptance Criteria:
 - Filters apply in under 3 seconds.
 - Preferences saved across sessions.
 - Tested with 3 criteria combinations.
- Tested: Sprint 7, Dec 2023.

Test Case 4: Analytics Dashboard

- Objective: Validate fraud and processing time metrics.
- Steps:
 1. Log into dashboard as an analyst.
 2. View fraud rate and processing time charts.
 3. Export data to CSV.
- Acceptance Criteria:
 - Charts refresh in real-time.
 - Data matches SQL query results.
 - CSV export completes in under 5 seconds.
- Tested: Sprint 7, Dec 2023.

Test Case 5: Multi-Device Support

- Objective: Confirm dashboard functionality on tablets.

- Steps:

1. Access dashboard on tablet as an analyst.
2. View alerts and apply filters.
3. Check responsiveness and load time.

- Acceptance Criteria:

- Fully responsive on tablets (no UI issues).
- Load time under 5 seconds.
- Tested: Sprint 8, Dec 2023.

6. Testing Schedule

- Duration: Dec 5-15, 2023.
- Location: Remote via Microsoft Teams.
- Feedback: Collected via surveys and Confluence.

7. Risks and Mitigation

- Risk: False-positive alerts. Mitigation: Refine rules in sprint 6.
- Risk: Filter performance lag. Mitigation: Optimize queries pre-UAT.
- Risk: Tablet UI issues. Mitigation: Test on multiple devices.