**Deliverable 10: UAT Plan and Test Scripts — Safaricom Digital Customer Service Portal**

**1. Purpose of UAT (User Acceptance Testing)**

User Acceptance Testing (UAT) ensures that the Safaricom Digital Customer Service Portal meets business requirements and is fully functional from the end-user’s perspective before the official go-live. It validates workflows, data accuracy, system responsiveness, and user experience in a real-world setting.

**2. UAT Objectives**

* Validate business requirements against functional performance
* Confirm readiness of key modules: Chatbot, Account Management, Live Support, Billing Inquiries
* Ensure user journeys are intuitive and effective
* Confirm integration with CRM and customer data systems
* Identify and fix high-priority bugs before launch

**3. UAT Entry Criteria**

| **Criteria** | **Status Required** |
| --- | --- |
| Functional Testing completed | 100% Passed |
| All critical defects from QA resolved | Closed/Verified |
| UAT environment configured and stable | Accessible |
| Test data and user accounts created | Ready |
| UAT Plan approved by stakeholders | Approved |
| Test scripts documented and reviewed | Complete |

**4. UAT Team & Roles**

| **Role** | **Responsibility** |
| --- | --- |
| UAT Lead | Coordinate test plan execution |
| Business Users | Perform tests, report issues |
| QA Testers | Support defect logging & retesting |
| Developers | Fix and redeploy bug fixes |
| Project Manager | Oversight and reporting |

**5. UAT Test Scenarios and Scripts (Sample)**

| **Scenario ID** | **Test Case** | **Steps** | **Expected Result** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| UAT001 | Log in with valid credentials | Enter correct phone number & password > Click login | User is logged in and taken to dashboard |  |
| UAT002 | Request chat support | Click “Chat with Agent” > Enter query | Agent responds in under 15 seconds |  |
| UAT003 | View and pay bill | Navigate to Billing > Select “Pay Bill” > Enter M-Pesa details > Submit | Confirmation of payment; receipt shown |  |
| UAT004 | Change profile details | Navigate to Profile > Edit email and address > Save | New details saved and confirmed |  |
| UAT005 | Failed login attempt | Enter wrong password 3 times | Account temporarily locked; reset prompt shown |  |
| UAT006 | Load chatbot FAQ | Open chatbot > Ask “how to check balance?” | Bot replies with accurate steps or link |  |
| UAT007 | Mobile responsiveness | Access portal via phone > Perform login and basic tasks | Layout adapts correctly; all functions usable |  |
| UAT008 | Escalate issue to Tier 2 support | Start chat > Request escalation | Ticket assigned to Tier 2 and confirmation shown |  |

Full test suite includes 50+ scripts covering all major modules.

**6. Defect Management Process**

* **Logging Tool:** Jira / Bugzilla
* **Severity Levels:**
  + **Critical (P1)** – Blocking functionality
  + **High (P2)** – Major function not working but workaround possible
  + **Medium (P3)** – Cosmetic or minor issues
  + **Low (P4)** – Suggestions, UI alignment
* **Resolution Time Targets:**
  + P1: 24 hours
  + P2: 3 days
  + P3 & P4: Prior to go-live if time allows

**7. UAT Exit Criteria**

| **Exit Condition** | **Requirement** |
| --- | --- |
| ≥ 95% of test cases passed | Mandatory |
| All P1 and P2 bugs resolved and retested | Mandatory |
| UAT sign-off received from all business units | Mandatory |
| UAT summary report delivered | Mandatory |
| Knowledge Transfer to support teams complete | Mandatory |

**8. UAT Schedule (Aligned with Implementation Plan)**

| **Week** | **Activities** |
| --- | --- |
| W1 | UAT Kick-off, Script Review, User Access Setup |
| W2 | Execute Priority 1 Scenarios, Log Initial Defects |
| W3 | Regression & Retesting, Final Review, Exit Report |

**9. UAT Reporting Templates**

* Daily execution log
* Defect tracker by severity
* Summary dashboard
* Stakeholder update slides
* Final UAT sign-off template

**10. UAT Success Criteria**

* < 5% overall failure rate
* Zero critical defects open at closure
* All core modules accepted and approved
* Positive feedback from testers on usability and performance