**3: UAT (User Acceptance Testing) Scripts & Sign-Off Forms**

**Purpose:** Ensure that the deployed CRM, app, or backend system meets user expectations before go-live.

**Structure of UAT Script:**

* Test Case ID: UAT001
* Module: Customer Profile Update
* Scenario: Agent updates customer address
* Preconditions: Agent logged in, customer ID available
* Steps:
  1. Search for customer ID
  2. Click "Edit Profile"
  3. Update address field
  4. Click "Save"
* Expected Result: Address updated successfully with confirmation message
* Actual Result: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Status: [Pass/Fail]
* Tester Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**UAT Sign-Off Sheet:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Tester Name | Department | Test Area | Status (Pass/Fail) | Signature | Date |

**Best Practices:**

* Include business users from different departments
* Conduct bug triage sessions
* Ensure traceability with requirements (use traceability matrix)