**User Acceptance Testing (UAT) Template**

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| --- | --- |
| Date | 26-05-2025 |
| Team ID | LTVIP2025TMID60976 |
| Project Name | **Resolve Now: Your Platform for Online Complaints** |
| Maximum Marks |  |

**Project Name:**

**ResolveNow: Your Platform for Online Complaints**

**Version:**

v1.0.0

**Description:**

A web-based platform that empowers users to file, track, and resolve complaints against individuals, businesses, or services. It includes user registration, complaint creation, status tracking, two-way communication, admin dispute handling, and resolution confirmation. The platform is designed for transparency, accountability, and efficiency in dispute resolution.

**🧪 Testing Period:**

**2025-05-26 to 2025-06-02**

**🎯 Testing Scope:**

* User registration and secure login
* Profile creation for complainants and respondents (individuals/businesses)
* Complaint submission and categorization
* Complaint status tracking (e.g., Submitted, Under Review, Resolved, Escalated)
* Messaging between parties (complainant/respondent/moderator)
* Admin dashboard for reviewing complaints, disputes, and reports
* Search and filter complaints by category, status, or user
* Rating system for resolution quality

**✅ Requirements to be Tested:**

* As a **user**, I want to submit a complaint quickly and easily.
* As a **respondent**, I want to view and reply to complaints filed against me.
* As a **user**, I want secure login and data protection.
* As an **admin**, I want to manage complaints, mediate disputes, and handle abusive users.

**🧪 Testing Environment:**

* **URL:** https://resolvenow.example.com
* **Credentials:**
  + Complainant: test.user@example.com / password123
  + Respondent: test.business@example.com / password123
  + Admin: admin@example.com / adminpass

**📋 Sample Test Cases:**

| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| --- | --- | --- | --- | --- | --- |
| TC-001 | User Registration | 1. Visit site 2. Click "Sign Up" 3. Fill & submit form | Account is created, user is redirected to dashboard | [Result] | [✔/✘] |
| TC-002 | File a Complaint | 1. Login as user 2. Go to "Submit Complaint" 3. Fill in and submit the form | Complaint appears under "My Complaints" | [Result] | [✔/✘] |
| TC-003 | Respond to Complaint | 1. Login as respondent 2. Open assigned complaint 3. Send reply | Response is recorded and shown in thread | [Result] | [✔/✘] |
| TC-004 | Admin Resolves Complaint | 1. Login as admin 2. Go to "Pending Complaints" 3. Resolve or escalate case | Status updated to “Resolved” or “Escalated” | [Result] | [✔/✘] |

**🐞 Bug Tracking:**

| **Bug ID** | **Bug Description** | **Steps to Reproduce** | **Severity** | **Status** | **Additional Feedback** |
| --- | --- | --- | --- | --- | --- |
| BG-001 | Error on complaint form | 1. Login 2. Submit empty complaint form | Medium | Open | Should validate required fields |
| BG-002 | Status not updating | 1. Admin resolves case 2. Status remains "Under Review" | High | In Progress | Backend trigger not firing |

**Sign-off:**

Tester Name: Bhanu E

Date: 26-08-2025

Signature:Rohan

**Notes:**

* Ensure that all test cases cover both positive and negative scenarios.
* Encourage testers to provide detailed feedback, including any suggestions for improvement.
* Bug tracking should include details such as severity, status, and steps to reproduce.
* Obtain sign-off from both the project manager and product owner before proceeding with deployment.