

## User Acceptance Testing (UAT) Template

|               |   |
|---------------|---|
| Date          | June 2025                                       |
| Team ID       | LTVIP2025TMID54346                              |
| Project Name  | Shopsmart:Your Digital Grocery Store Experience |
| Maximum Marks |   |

### Project Overview

- Project Name: ResolveNow – Online Complaint Management System
- Project Description: A web-based platform to register, track, and resolve user complaints efficiently with real-time agent interaction and admin monitoring.
- Project Version: v1.0
- Testing Period: 20th June 2025 – 25th June 2025
- Testing Scope:
  - User Registration & Login
  - Complaint Submission & Tracking
  - Admin assignment of complaints
  - Real-time chat between users and agents

### Testing Environment:

- URL/Location: <http://localhost:3000>
- Credentials: user: john@example.com, password: Test@123

### Test Cases:

| Test Case ID | Test Scenario        | Test Steps  | Expected Result                                   | Actual Result           | Pass/Fail |
|--------------|----------------------|---|---|-------------------------|-----------|
| TC-001       | User Registration    | 1. Open site<br>2. Click "Register"<br>3. Fill details<br>4. Submit     | User should receive registration success message  | Registration successful | Pass      |
| TC-002       | Complaint Submission | 1. Login<br>2. Click "Submit Complaint"<br>3. Fill details<br>4. Submit | Complaint should be saved and listed in dashboard | Complaint ID displayed  | Pass      |

|        |                            |   |  |                   |      |
|--------|----------------------------|---|--|-------------------|------|
| TC-    | Real-time Chat with        | 1. Submit complaint2.                                 | Chat should                                | Chat appears      | Pass |
| 003    | Agent                      | Agent responds3. User replies                         | update live                                | instantly         |      |
| TC-004 | Admin Complaint Assignment | 1. Admin logs in2. Assigns complaint3. Agent notified | Complaint should appear in agent dashboard | Assigned properly | Pass |

#### Bug Tracking:

| Bug ID | Bug Description           | Steps to Reproduce                       | Severity | Status      | Additional Feedback            |
|--------|---------------------------|--|----------|-------------|--------------------------------|
| BG-001 | OTP not sent during login | 1. Go to login2. Enter phone3. Wait      | Medium   | In Progress | Issue happens occasionally     |
| BG-002 | Admin dashboard slow      | 1. Login as admin2. Open complaints page | Low      | Open        | Improve data load optimization |

#### Sign-off:

Tester Name: Poral Siddartha

Date: 25th June 2025

Signature : Siddartha poral

#### 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.