**User Acceptance Testing (UAT) Template**

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| --- | --- |
| Date | **27 June 2025** |
| Team ID | **LTVIP2025TMID31892** |
| Project Name | **Citizen AI – Intelligent Citizen Engagement Platform** |
| Maximum Marks |  |

**📘 User Acceptance Testing (UAT) – Citizen AI**

**Project:** **Citizen AI – Intelligent Citizen Engagement Platform  
Phase: UAT (Final Pre-Deployment Validation)  
Prepared By: PANYAM SOMASEKHAR REDDY & RITHIKA BOKKASAM**

**Date:** **27-06-2025**

**🔷 1. Objective of UAT**

To validate that **Citizen AI** functions as expected in real-world scenarios by actual users (citizens, government agents, administrators). It verifies end-to-end flows, usability, language support, and complaint resolution accuracy.

**🔷 2. Scope of UAT**

| **Feature / Module** | **Included in UAT?** | **Notes** |
| --- | --- | --- |
| Citizen Login / Registration | ✅ Yes | Mobile OTP, Aadhaar/Email-based access |
| Chatbot Query Interface | ✅ Yes | Text + Voice input |
| Multilingual Support (12 langs) | ✅ Yes | Local language interaction |
| Ticket Generation | ✅ Yes | Auto-routing to departments |
| Admin Dashboard | ✅ Yes | Grievance tracking & status updates |
| Notifications (SMS/Email) | ✅ Yes | Alerts and updates |
| Feedback & Sentiment Analysis | ✅ Yes | Feedback submitted by users |
| Accessibility (mobile/web) | ✅ Yes | Tested on multiple screen sizes/devices |

**🔷 3. UAT Team**

| **Role** | **Name** | **Responsibility** |
| --- | --- | --- |
| UAT Lead | [Your Name] | Planning & oversight |
| Test Engineer | [Test User A] | Executes test cases |
| Govt Stakeholder | [Dept Officer] | Feedback on department flow |
| Citizen User | [Test User B] | Real-user perspective |

**🔷 4. UAT Entry Criteria**

* ✅ All unit, integration & system testing complete
* ✅ Environment set up with production-like data
* ✅ Test cases approved
* ✅ Training/demo given to UAT users

**🔷 5. UAT Exit Criteria**

* ✅ 95%+ test cases passed
* ✅ All critical defects resolved
* ✅ User sign-off received
* ✅ Go-live checklist completed

**🔷 6. Sample UAT Test Cases**

| **Test Case ID** | **Description** | **Input** | **Expected Output** | **Status** |
| --- | --- | --- | --- | --- |
| UAT001 | User logs in with mobile OTP | Valid mobile no. | OTP sent and login successful | ✅ Pass |
| UAT002 | Citizen submits voice complaint in Telugu | Audio query | Voice converted, issue categorized | ✅ Pass |
| UAT003 | AI detects sentiment from feedback | Text: "Bad roads, very unsafe" | Sentiment: Negative | ✅ Pass |
| UAT004 | Complaint auto-routed to right dept | Garbage issue in zone 3 | Sent to Municipal Sanitation | ✅ Pass |
| UAT005 | Admin views dashboard | Login as admin | Sees tickets with filters | ✅ Pass |
| UAT006 | User gets SMS update when status changes | Ticket resolved | SMS: "Your issue has been resolved" | ✅ Pass |
| UAT007 | Interface works on tablet/mobile | Resize screen | Responsive layout maintained | ✅ Pass |
| UAT008 | Invalid voice input | Unclear audio | "Could not understand" prompt shown | ✅ Pass |

**🔷 7. Defect Logging Format (If any)**

| **Bug ID** | **Module** | **Description** | **Severity** | **Status** | **Resolution** |
| --- | --- | --- | --- | --- | --- |
| BUG001 | Chatbot | Misclassifies electricity as road | High | Fixed | Model re-trained |

**🔷 8. UAT Sign-Off Form**

**Stakeholder Name:PANYAM SOMASEKHAR REDDY & RITHIKA BOKKASAM** COMPUTER SCIENCE ENGINEERING COLLEGE **Role: STUDENT**   
**Signature: panyam somasekhar reddy & rithika bokkasam** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Date:** \_\_\_\_\_\_27/06/2025\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_