

## User Acceptance Testing (UAT) Template

Date	June 2025
Team ID	LTVIP2025TMID57241
Project Name	Service Desk for Customer Complaint Resolution
Maximum Marks	

### Project Overview

- **Project Name:** Service Desk for Customer Complaint Resolution
- **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:** 05th July 2025 – 07th July 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:** [test@example.com](mailto:test@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 2.Select "Create Account" 3.Fill details 4.Click on "Create Account"	User should receive registration success message	Registration successful	Pass
TC- 002	Complaint Submission	1. Login 2. Click "Submit New Issue" 3. Fill details 4. Submit	Complaint should be saved and listed in dashboard	Complaint ID displayed	Pass
TC- 003	Real-time Chat with Agent	1.Submit complaint. 2.Agent responds 3.User replies	Chat should update live	Chat appears instantly	Pass

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC- 004	Admin Complaint Assignment	1. Admin logs in 2. Assigns complaint 3. 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	Slow login process	1. Go to login 2.Wait	Low	In Progress	Sometimes takes long time to respond

**Sign-off:**

Tester Name: Ch Eswar Adesh

Date: 07th July 2025

Signature : ch eswar adesh

**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.