User Acceptance Testing (UAT) Template

Date	21-06-2025
Team ID	LTVIP2025TMID53208
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	2 Marks

Project Overview

Description:

ResolveNow is a web-based platform for online complaint registration and management. It enables users to submit complaints, chat with agents, track statuses, and receive resolutions. Admins manage complaints, assign agents, and monitor the platform. Agents handle assigned tickets and communicate with users.

Testing Scope

-User Registration and Login

-Complaint Submission

-Complaint Status Tracking

-Chat Window Functionality

-Admin Management (Users, Agents, Complaints)

-Agent Dashboard (View/Update Complaints)

-Complaint Status Update

-Role-Based Access Control

-Feedback and Rating System

Requirements to be Tested

- As a user, I want to register and submit a complaint easily.

- As a user, I want to track my complaint status and chat with agents.

- As an agent, I want to view and manage assigned complaints.

- As an admin, I want to manage users, complaints, and assign agents.

Testing Environment

URL: https://resolvenow.example.com

Credentials: User: user@example.com / user123

Agent: agent@example.com / agent123

Admin: admin@example.com / admin123

Test Cases

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	User Registration	1. Go to site 2. Click "Sign Up" 3. Fill form & submit	User account created and redirected to user dashboard		
TC-002	Complaint Submission	1. Login as user 2. Navigate to "Submit Complaint" 3. Fill form & submit	Complaint saved and appears in "My Complaints" list		
TC-003	Complaint Status Tracking	1. Login 2. Open complaint status	Correct status displayed (e.g., Pending, Resolved)		
TC-004	Chat Functionality	1. Login 2. Open complaint 3. Use chat	Real-time chat with agent works		
TC-005	Agent Complaint Handling	1. Login as agent 2. View assigned complaints 3. Update status	Complaint status updated and user notified		
TC-006	Admin Add Agent/User	1. Login as admin 2. Navigate to "Manage Users" 3. Add new user/agent	User/Agent added successfully		