**User Acceptance Testing (UAT) Template**

Date: 2025-06-28

Team ID: LTVIP2025TMID57433

Project Name: Online Complaint Registration and Management System

Maximum Marks: 10

### ****Project Overview****

* **Project Name:** Online Complaint Registration and Management System
* **Project Description:**  
  A full-stack web application that enables users to register complaints, track status, and interact with agents. It includes role-based dashboards for Users, Agents, and Admins, a messaging system, and real-time updates.
* **Project Version:** 1.0
* **Testing Period:** 2025-06-25 to 2025-06-28

### ****Testing Scope****

**Features and Functionalities to be Tested:**

* User Registration & Login
* Complaint Submission
* Complaint Status Tracking
* Chat with Assigned Agent
* Admin Complaint Assignment

**User Stories or Requirements to be Tested:**

* As a user, I want to register and log in to file a complaint
* As a user, I want to view the status of my complaint
* As a user, I want to chat with the agent assigned to my complaint
* As an admin, I want to assign complaints to agents
* As an agent, I want to view and update the complaints assigned to me

### ****Testing Environment****

* **URL/Location:** https://complaints.resolveapp.net
* **Credentials:**
  + User: testuser / password123
  + Agent: testagent / agentpass
  + Admin: adminuser / admin123

### ****Test Cases****

| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| --- | --- | --- | --- | --- | --- |
| TC-001 | Verify user registration & login | 1. Go to Sign Up page 2. Fill in details 3. Submit form 4. Log in with credentials | User account created and login successful | Login successful | Pass |
| TC-002 | Submit a new complaint | 1. Log in as user 2. Navigate to “Submit Complaint” 3. Fill complaint form 4. Submit | Complaint is added and visible in dashboard | Complaint appears in “My Complaints” list | Pass |
| TC-003 | View complaint status | 1. Log in 2. Go to dashboard 3. Click on complaint ID | Complaint status is displayed | Status shows “Pending” or current state | Pass |
| TC-004 | Chat with assigned agent | 1. Log in 2. Open assigned complaint 3. Send message to agent through chat window | Message is sent and received by agent | Agent receives message and replies | Pass |
| TC-005 | Admin assigns complaint to agent | 1. Log in as Admin 2. View unassigned complaints 3. Assign to available agent | Complaint is assigned and visible to agent | Complaint shows up in agent dashboard | Pass |
| TC-006 | Agent updates complaint status | 1. Log in as agent 2. View assigned complaints 3. Change status to “Resolved” | Complaint status updated | Status changes successfully | Pass |

### ****Bug Tracking****

| **Bug ID** | **Bug Description** | **Steps to Reproduce** | **Severity** | **Status** | **Additional Feedback** |
| --- | --- | --- | --- | --- | --- |
| BG-001 | Chat window not refreshing automatically | 1. User sends message 2. Agent replies 3. User does not see update without refresh | Medium | Open | Add real-time socket update on client |
| BG-002 | Admin cannot reassign already assigned complaint | 1. Log in as admin 2. Try to reassign an already assigned complaint | Low | Open | Add reassign functiona |