User Acceptance Testing (UAT) Template

Date	June 2025
Team ID	LTVIP2025TMID56132
Project Name	ResolveNow: Your Platform for Online Complaints
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 site2. Click "Register"3. Fill details4. Submit	User should receive registration success message	Registration successful	Pass
TC-002	Complaint Submission	1. Login2. Click "Submit Complaint"3. Fill details4. 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: Chavvakula Jyothi sri

Date: 25th June 2025

Signature : Jyothi sri Chavvakula

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.