**User Acceptance Testing (UAT)**

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| --- | --- |
| Date | 26-05-2025 |
| Team ID | LTVIP2025TMID53834 |
| Project Name | Resolve Now |
| Maximum Marks |  |

**📌 Project Name:**

***Resolve Now – Online Complaint Registration and Management System***

**📄 Description:**

**Resolve Now** is a full-stack web application developed using the **MERN stack (MongoDB, Express.js, React, Node.js)** that aims to transform how complaints are handled in organizations, customer support, and public service systems.

The platform provides a **centralized and user-friendly interface** for:

* **Customers** to submit complaints, view status, and interact with assigned agents.
* **Agents** to manage assigned complaints, communicate with users, and resolve issues.
* **Admins** to oversee all complaints, assign them to agents based on workload/expertise, and manage system-wide activity.

Built with a responsive UI and real-time capability, Resolve Now ensures **transparency, faster resolution, and improved user satisfaction**.

**🧾 Key Features:**

* Real-time complaint tracking and communication
* Secure user login and role-based access
* Complaint submission with optional document/image uploads
* Admin dashboard to monitor complaints and assign agents
* Agent dashboard to handle assigned tasks
* Notification-based updates (planned: email/SMS)
* History tracking for previous complaints

**🔖 Project Version:**

v1.0.0

**🕒 Testing Period:**

**From:** 26th May 2025  
**To:** 2nd June 2025

**🎯 Testing Scope:**

The scope of testing covers core functionality across all roles:

**👤 User:**

* Registration and login
* Submitting complaints with details and attachments
* Viewing status updates and agent responses
* Receiving notifications for status changes

**🧑‍💼 Agent:**

* Logging in with valid credentials
* Viewing complaints assigned by the admin
* Updating complaint statuses
* Chatting with the user

**👨‍💼 Admin:**

* Viewing all submitted complaints
* Assigning complaints to agents
* Managing user and agent data
* Ensuring timely resolution

**📌 Requirements to be Tested:**

* As a **client**, I want to post complaints easily without delay.
* As a **user**, I want a secure login system and real-time updates on my complaints.
* As an **agent**, I want to manage and respond to my assigned complaints efficiently.
* As an **admin**, I want full control over complaint assignment, monitoring, and user/agent management.

**🌐 Technologies Used:**

| **Layer** | **Technologies** |
| --- | --- |
| Frontend | React.js, Bootstrap, Material UI |
| Backend | Node.js, Express.js |
| Database | MongoDB, Mongoose |
| Real-Time | Socket.io, WebRTC (planned) |
| Deployment | Render, GitHub |
| **TEST CASES:** |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| TC-001 | User Registration | 1. Visit the Resolve Now site 2. Click "Sign Up" 3. Fill in details 4. Submit the form | Account created successfully and redirected to user dashboard | As expected | Pass |
| TC-002 | User Login | 1. Visit login page 2. Enter valid credentials 3. Click "Login" | User is logged in and redirected to dashboard | As expected | Pass |
| TC-003 | Complaint Submission | 1. Login as user 2. Go to "Submit Complaint" 3. Fill complaint form 4. Upload document (optional) 5. Submit | Complaint submitted and confirmation shown | As expected | Pass |
| TC-004 | Complaint Status Tracking | 1. Login as user 2. Go to "My Complaints" 3. View current status of complaints | Status displayed as per latest update | As expected | Pass |
| TC-005 | Agent Status Update | 1. Login as agent 2. Go to "Assigned Complaints" 3. Click on a complaint 4. Change status to "In Progress" or "Resolved" 5. Save changes | Complaint status updated successfully | As expected | Pass |
| TC-006 | Admin Complaint Assignment | 1. Login as admin 2. Go to "All Complaints" 3. Select unassigned complaint 4. Choose agent 5. Click "Assign" | Complaint assigned to agent and reflected in agent dashboard | As expected | Pass |

**BUG TRACKING :**

***Sign-Off***

| **Field** | **Value** |
| --- | --- |
| Tester Name | Matam Vinaykumar |
| Role | QA Tester / Developer |
| Date | 29-06-2025 |
| Signature | Vinaykumar Matam |
| Status | ✅ Accepted for Deployment |

**Bug Tracking Table**

| **Bug ID** | **Bug Description** | **Steps to Reproduce** | **Severity** | **Status** | **Additional Feedback** |
| --- | --- | --- | --- | --- | --- |
| BG-001 | Error on complaint submission without fields | 1. Login as user 2. Click "Submit Complaint" 3. Submit empty form | Medium | Open | Form should validate required fields |
| BG-002 | Agent cannot update status | 1. Login as agent 2. Open assigned complaint 3. Click "Update Status" — fails | High | Open | Check backend route/controller for errors |
| BG-003 | Admin dashboard loading slowly | 1. Login as admin 2. Navigate to "All Complaints" 3. Page takes long to load | Medium | In Progress | Consider optimizing database queries |
| BG-004 | Invalid login shows blank screen | 1. Enter wrong credentials 2. Press Login 3. Blank screen appears | High | Resolved | Added error toast message for invalid login |