

User Acceptance Testing (UAT) Template

Date	29 Jun. 25
Team ID	LTVIP2025TMID59412
Project Name	RESOLVENOW

Project Overview

Project Name: ResolveNow - Online Complaint Registration and Management System

Project Version: 1.0.0

Project Description: A centralized full-stack platform allowing users to register, track, and resolve complaints online. The system supports real-time communication between users and agents, intelligent routing, and secure complaint handling.

Testing Period: 2025-06-27 to 2025-06-29**Testing Scope:**

Features to be Tested:

- User Registration & Login
- Complaint Submission
- Complaint Tracking & Notifications
- Real-time Agent Interaction
- Complaint Assignment (Admin)
- Complaint Resolution & Feedback
- Admin Panel Features
- Authentication & Access Control
- File Upload
- Data Security

Requirements / User Stories:

- Users can securely register and log in.
- Users can submit complaints with relevant details and files.
- Users can track complaint status.
- Agents can view, message, and resolve assigned complaints.
- Admin can monitor and assign complaints.
- Notifications (email/SMS) are triggered on status updates.
- System restricts unauthorized access.

Testing Environment

- Credentials (if required):
 - Test User: john_doe@gmail.com / Test@123
 - Test Agent: sarah_agent@gmail.com / Agent@123
 - Admin: admin@resolvenow.com / Admin@123

Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	User Registration	1. Click "Sign Up" 2. Fill details 3. Verify email 4. Login	Registration successful; redirected to dashboard	As expected	Pass
TC-002	Login	1. Enter email/password 2. Click login	Redirect to dashboard	As expected	Pass
TC-003	Submit Complaint	1. Click "Submit Complaint" 2. Fill form, attach file 3. Submit	Complaint saved, confirmation shown	As expected	Pass
TC-004	Track Complaint Status	1. Go to "My Complaints" 2. Check status	Status reflects correctly	As expected	Pass
TC-005	Receive Notifications	1. Submit complaint 2. Agent updates it	Email/SMS received for each change	Email received; SMS failed	Partial
TC-006	Agent Communication	1. Agent opens complaint 2. Sends message	User gets chat message + notification	As expected	Pass
TC-007	Admin Assign Complaint	1. Admin logs in 2. Assigns a complaint to agent	Complaint assigned with notification	As expected	Pass
TC-008	Unauthorized Access	1. Access dashboard URL without login	Redirected to login page	As expected	Pass
TC-009	File Upload	1. Attach valid image/file 2. Submit complaint	File uploaded and shown in complaint view	As expected	Pass
TC-010	Data Encryption	1. Submit complaint 2. Inspect API request	Sensitive data encrypted in transit	As expected	Pass

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
			(HTTPS)		

Bug Tracking:

Bug ID	Bug Description	Steps to Reproduce	Severity	Status	Additional Feedback
BG-001	SMS not received on status update	1. Submit complaint 2. Agent updates status 3. Check phone	Medium	In Progress	Twilio integration may be misconfigured
BG-002	File upload fails on Safari browser	1. Open Safari 2. Attach image and submit complaint	High	Open	FileReader issue on iOS 14+; check MIME support
BG-003	Agent list does not load in admin panel	1. Login as admin 2. Click "Assign Complaint" 3. Observe agent list	Low	Closed	Fixed after adding missing fetch call
BG-004	Feedback form submits without rating	1. Go to resolution screen 2. Leave rating empty 3. Submit feedback	Low	Open	Needs front-end validation
BG-005	Chat messages not auto-scrolling	1. Send/receive multiple messages	Medium	Open	ScrollRef missing on chat window div