**User Acceptance Testing (UAT) Template**

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| Date | 26th June 2025 |
| Team ID | LTVIP2025TMID54037 |
| Project Name | ResolveNow: Your Platform for Online Complaints |
| Maximum Marks |  |

**Project Overview:**

**Project Name**: ResolveNow: Your Platform for Online Complaints

**Project Description**: A web-based platform for users to register, submit, track, and resolve complaints efficiently

**Project Version**: V 10.9.2

**Testing Period**: [June 24, 2025] to [June 26, 2025]

**Testing Scope:**

1. **Features and Functionalities to be Tested**

* **User Authentication**  
  • User registration, login, logout  
  • Password reset (if available)
* **Complaint Submission**  
  • Submit complaint with category, description, and optional file  
  • Auto-generate complaint ID
* **Complaint Tracking**  
  • View complaint status and history  
  • Receive real-time updates
* **Admin Panel**  
  • View, assign, and update complaints  
  • Manage user accounts
* **Agent Dashboard**  
  • View assigned complaints  
  • Update progress and resolution
* **UI/UX and Responsiveness**
* Add, edit, delete books
* Manage user accounts
* View and manage orders
* **UI/UX and Responsiveness**  
  • Desktop and mobile compatibility  
  • Consistent layout and design
* **Form Validation and Error Handling**  
  • Client-side and server-side validation  
  • Proper error messages
* 2. **User Stories / Requirements to be Tested**

• As a user, I can register and log into my account.  
• As a user, I can submit a complaint with relevant details.  
• As a user, I can track the status of my complaint.  
• As an admin, I can view and manage all complaints.  
• As an agent, I can update the status of assigned complaints.  
• As an admin, I can manage registered users.  
• As a user, I cannot access admin or agent-specific pages.  
• As a user, I receive proper validation messages on invalid input.  
• As a user, I can use the application smoothly on mobile and desktop devices.

**Test Cases:**

• Test Case 1: User Signup

* **Test Case ID:** RN\_TC\_001
* **Title:** User Signup with valid credentials
* **Preconditions:** User is on the signup page
* **Test Steps:**
  + Enter valid name, email, password
  + Click "Sign Up"
* **Test Data:** Name: Divya, Email: divya123@gmail.com, Password: Test@123
* **Expected Result:** User is successfully registered and redirected
* **Remarks:** Should show confirmation or login prompt
* **Test Case 2: Admin Login**

| **Field** | **Detail** |
| --- | --- |
| **Test Case ID** | RN\_TC\_002 |
| **Title** | Admin Login with valid credentials |
| **Preconditions** | Admin is on the login page |
| **Test Steps** | 1. Enter admin credentials 2. Click "Login" |
| **Test Data** | Email: admin@booknest.com Password: Admin@123 |
| **Expected Result** | Redirected to Admin Dashboard |
| **Remarks** | Role must be verified as Admin |

**• Test Case 3: Agent Login**

* **Test Case ID: RN\_TC\_003**
* **Title: Agent account login**
* **Preconditions: Agent is on login page**
* **Test Steps:**
  1. **Enter agent credentials**
  2. **Click Login**
* **Test Data: Email: agent@resolvenow.com, Password: Agent@123**
* **Expected Result: Agent dashboard is displayed**
* **Remarks: Dashboard must show agent-specific feature**

**• Test Case 4: Submit Complaint**

* **Test Case ID: RN\_TC\_004**
* **Title: User submits a complaint**
* **Test Steps:**
  1. **Fill complaint form**
  2. **Click "Submit"**
* **Test Data: Category: Service, Description: "Internet not working"**
* **Expected Result: Complaint is submitted and ID is generated**
* **Remarks: Complaint should appear in user’s dashboard**

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| **• Test Case 5: Track Complaint Status**   * **Test Case ID: RN\_TC\_005** * **Title: User tracks complaint status** * **Preconditions: Complaint has been submitted** * **Test Steps:**   1. **Go to dashboard**   2. **Click on complaint ID** * **Expected Result: Status and history are displayed** * **Remarks: Updates should reflect in real-time**   **• Test Case 6: Admin Updates Complaint**   * **Test Case ID: RN\_TC\_006** * **Title: Admin updates complaint status** * **Preconditions: Admin is logged in** * **Test Steps:**   1. **Navigate to complaint list**   2. **Select complaint**   3. **Update status to "In Progress"** * **Test Data: Complaint ID: RN12345** * **Expected Result: Status is updated and user is notified** * **Remarks: Notification should be sent via email**   **Preconditions** |  |
| **Test Steps** | 1. Go to Wishlist 2. Click on View 3. Click on login now and then ok record |
| **Test Data** | Fill data |
| **Expected Result** | Status completed |
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| **Remarks** | Result was showed in admin |

* **✅ Test Case Summary – *ResolveNow***

| * **Test Case ID** | * **Test Scenario** | * **Test Steps** | * **Expected Result** | * **Actual Result** | * **Pass/Fail** |
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| * **RN\_TC\_001** | * **User Registration using Email** | * **1. Open registration page 2. Enter valid email, password, confirm password 3. Click "Register"** | * **User account is created and confirmation email is sent** | * **Confirmation email received** | * **Pass** |
| * **RN\_TC\_002** | * **User Login** | * **1. Open login page 2. Enter registered email and password 3. Click "Login"** | * **User is redirected to dashboard** | * **Redirected to dashboard** | * **Pass** |
| * **RN\_TC\_003** | * **Registration with existing email** | * **1. Enter already registered email 2. Submit the form** | * **Error message: "Email already exists"** | * **Error shown correctly** | * **Pass** |
| * **RN\_TC\_004** | * **Submit Complaint** | * **1. Login 2. Navigate to "Submit Complaint" 3. Fill in category, description, and optional file 4. Click "Submit"** | * **Complaint is submitted and ID is generated** | * **Complaint ID displayed** | * **Pass** |
| * **RN\_TC\_005** | * **Track Complaint Status** | * **1. Login 2. Go to "My Complaints" 3. Click on a complaint ID** | * **Complaint status and history are displayed** | * **Status shown correctly** | * **Pass** |
| * **RN\_TC\_006** | * **Admin Updates Complaint** | * **1. Admin logs in 2. Opens complaint list 3. Selects a complaint 4. Updates status to "In Progress"** | * **Status is updated and user is notified** | * **Notification received** | * **Pass** |
| * **RN\_TC\_007** | * **Unauthorized Access to Admin Panel** | * **1. Login as regular user 2. Try accessing admin URL** | * **Access denied with appropriate error message** | * **Access blocked with error** | * **Pass** |
| * **RN\_TC\_008** | * **Form Validation – Empty Fields** | * **1. Open registration form 2. Leave fields blank 3. Click "Register"** | * **Error messages shown for required fields** | * **Validation errors displayed** | * **Pass** |
| * **RN\_TC\_009** | * **Mobile Responsiveness** | * **1. Open application on mobile browser 2. Navigate through key pages** | * **Layout adjusts correctly and remains functional** | * **Mobile layout responsive** | * **Pass** |
| * **RN\_TC\_010** | * **Agent Login and Complaint View** | * **1. Login as agent 2. View assigned complaints 3. Open complaint details** | * **Agent dashboard loads with assigned complaints** | * **Complaints visible to agent** | * **Pass** |

* **📝 Notes**
* **All test cases include both positive and negative scenarios.**
* **Encourage testers to log bugs with severity, status, and reproduction steps.**
* **Collect feedback for UI/UX and performance improvements.**
* **Ensure sign-off from the project manager and product owner before deployment.**