**User Acceptance Testing (UAT) Template**

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| --- | --- |
| Date | 18-07-24 |
| Team ID | SWTID1720076124 |
| Project Name | Online Complaint Registration and Management System |
| Maximum Marks |  |

**Project Overview:**

Project Name: Online Complaint Registration and Management System

Project Description:

The Online Complaint Registration and Management System is a web-based application designed to streamline the process of filing, tracking, and managing complaints for users and administrators. This system enables users to register and log in, submit complaints, and track the status of their complaints. Administrators and agents can manage and resolve complaints efficiently through a centralized platform.

Project Version: 0.0.1

Testing Period: 18-07-24 to 18-07-24

**Testing Scope:**

* User Registration
* User Login
* Profile Retrieval
* Complaint Registration
* Viewing User Complaints
* Viewing All Complaints
* Viewing Pending Complaints
* Agent Retrieval
* Assigning Agents
* Viewing Agent Complaints
* Updating Complaint Status

**Testing Environment:**

URL/Location: localhost:PORT\_NUMBER

Credentials (if required):

* USER Credentials:
* Username: uxyz
* Password: userxyz
* AGENT Credentials:
* Username: axyz
* Password: agentxyz
* ADMIN Credentials:
* Username: admin\_616
* Password: admin

**Test Cases:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| TC-001 | User Registration | 1. Navigate to the signup page  2. Enter user details  3. Submit the form | User registered successfully | User registered successfully | Pass |
| TC-002 | User Login | 1. Navigate to the login page  2. Enter valid credentials  3. Submit the form | User is logged in and redirected to the dashboard | Loads the dashboard and navbar of the respected role of the user | Pass |
| TC-003 | Profile Retrieval | 1. Log in as a user  2. Go to my profile page | Profile is retrieved | Profile will be retrieved | Pass |
| TC-004 | Complaint Registration | 1. Log in as a user  2. Navigate to the complaint registration page  3. Enter complaint details  4. Submit the form | Complaint is registered and ticket number is generated | Complaint is registered and ticket number is generated | Pass |
| TC-005 | Viewing User Complaints | 1. Log in as a user  2. Navigate to the my complaints page | List of user complaints is displayed | List of user complaints is displayed | Pass |
| TC-006 | Viewing All Complaints | 1. Log in as an admin  2. Navigate to the all complaints page | List of all complaints is displayed | List of all complaints is displayed | Pass |
| TC-007 | Assigning Agents | 1. Log in as an admin  2. Navigate to the assign agent page  3. Select a complaint and an agent  4. Submit the form | Agent is assigned to the complaint | Agent is assigned to the complaint | Pass |
| TC-008 | Viewing Agent Complaints | 1. Log in as an agent  2. Navigate to the my complaints page | List of complaints assigned to the agent is displayed | List of complaints assigned to the agent is displayed | Pass |
| TC-009 | Updating Complaint Status | 1. Log in as an agent  2. Navigate to the update complaint status page  3. Select a complaint  4. Update the status  5. Submit the form | Complaint status is updated and reflected in the system | Complaint status is updated and reflected in the system | Pass |

**Bug Tracking:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Bug ID** | **Bug Description** | **Steps to reproduce** | **Severity** | **Status** | **Additional feedback** |
| BG-001 | [Describe the issue or bug encountered] | [Step 1]  [Step 2]  [Step 3] | [Low/Medium/High] | [Open/In Progress/Closed] | [Any additional comments or feedback] |
| ... | ... | ... | ... | ... | ... |

**Sign-off:**

Tester Name: V Sree Teja Pradeep

Date: 18-07-24

Signature: [Tester's Signature]

**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.