Project Development Phase
Performance Testing & User Acceptance Testing (UAT)

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Project Name: Resolve Now: Your Platform for Online Platforms

1. User Acceptance Testing (UAT)

Objective: To verify that the Resolve Now platform meets user requirements and allows customers to easily submit, track, and resolve complaints across online platforms.

Test Case ID	Test Scenario	Expected Result	Status
UAT-01	User Registration	User should be able to register successfully	Pass
UAT-02	User Login	User should login using valid credentials	Pass
UAT-03	Submit Complaint	User can submit complaint with details	Pass
UAT-04	Upload Proof	User can attach screenshots/documents	Pass
UAT-05	Complaint Tracking	User can view complaint status	Pass
UAT-06	Admin Review	Admin can review complaints	Pass
UAT-07	Assign Resolution	Admin assigns resolution team	Pass
UAT-08	Status Update	User receives complaint updates	Pass
UAT-09	Resolution Confirmation	User confirms resolution	Pass
UAT-10	Feedback Submission	User submits feedback after resolution	Pass

2. Performance Testing

Objective: To ensure that the Resolve Now platform performs efficiently under different user loads.

Test ID	Scenario	Expected Outcome	Result
PT-01	Login Load Test	System handles multiple logins	Pass
PT-02	Complaint Submission Load	No delay during submissions	Pass
PT-03	File Upload Performance	Upload works smoothly	Pass
PT-04	Dashboard Loading	Loads within 3 seconds	Pass
PT-05	Admin Panel Response	Quick response time	Pass
PT-06	Concurrent Users	Supports multiple users	Pass
PT-07	Complaint Tracking	Status loads instantly	Pass

Parameter	Result
Average Response Time	< 2 seconds
System Stability	Stable
Load Handling	Supports multiple users
Error Rate	Minimal

Parameter	Result
Downtime	None during testing

3. Conclusion

The Resolve Now platform has successfully passed both User Acceptance Testing (UAT) and Performance Testing. The system is user-friendly, stable under load, efficient in complaint handling, and ready for deployment.