**User Acceptance Testing (UAT) Template**

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| --- | --- |
| Date | 26 JUNE 2025 |
| Team ID | LTVIP2025TMID59973 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform |
| Maximum Marks |  |

**Project Overview:**

Project Name: Citizen AI – Intelligent Citizen Engagement Platform

Project Description:

A smart engagement platform leveraging AI to enhance interaction between citizens and government services. It uses natural language processing and predictive analytics to streamline queries, feedback, and service requests across departments, enabling faster and more transparent communication.

Project Version: v1.0

Testing Period: 01-July-2025 to 15-July-2025

**Testing Scope:** **-**

- AI-powered chatbot interactions and NLP accuracy

- Complaint categorization and routing

- Sentiment analysis and feedback processing

- Dashboard analytics and visualization accuracy

- Notification system and automated responses

**User Stories / Requirements to be Tested:**

- As a citizen, I want to submit a service request using natural language.

- As an administrator, I want to view sentiment trends across departments.

- As a support agent, I want automated alerts for high-priority complaints.

- As a city manager, I want performance dashboards for timely decision-making.

[List of Features and Functionalities to be Tested]

[List of User Stories or Requirements to be Tested]

**Testing Environment:**

URL/Location: https://www.googlecolab.com

**Test Cases:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| TC-001 | Validate chatbot handles service request correctly | 1. Open Citizen AI platform<br>  2. Enter “I want garbage pickup” in chatbot<br>  3. Submit query | Chatbot categorizes the request and generates a service ticket | [To be filled post-test] | Pass |
| TC-002 | Check sentiment analysis on user feedback | ...1. Submit feedback: “Great service, very fast!”<br>  2. Monitor analysis result | Sentiment is tagged as “Positive” | [To be filled post test] | Pass |

**Bug Tracking:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Bug ID** | **Bug Description** | **Steps to reproduce** | **Severity** | **Status** | **Additional feedback** |
| BG-001 | Chatbot crashes when typing in regional language | 1. Open chatbot interface<br>  2. Enter a query in Telugu<br>  3. Submit the query | Medium | Open | Needs support for multilingual input |
| BG-002 | Dashboard graph not rendering on Firefox | 1. Open dashboard on Firefox browser<br>  2. Navigate to analytics<br>  3. View graphs | High | In Progress | Works fine on Chrome and Edge |

**Sign-off:**

Tester Name: J.MOUNIKA

Date: 26 JUNE 2025

Signature: MOUNIKA.J

**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.