MANUAL TEST CASE REPORT

Customer Relationship Management (CRM) System

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Prepared By	QA Team
Reviewed By	QA Lead
Approved By	Project Manager
Document Status	Final - Ready for Execution
Total Test Cases	69
Test Environment	UAT Environment

Role	Name	Signature	Date
Prepared By	QA Engineer		
Reviewed By	QA Lead		
Approved By	Project Manager		

REVISION HISTORY

Version	Date	Author	Description of Changes
0.1	January 10, 2026	QA Engineer	Initial draft created
0.2	January 12, 2026	QA Engineer	Added test cases for all modules
0.9	January 14, 2026	QA Lead	Review and corrections
1.0	January 15, 2026	Project Manager	Final approval - Ready for execution

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1. INTRODUCTION

This document contains the manual test cases for the Customer Relationship Management (CRM) System. The test cases are designed to verify the functionality, usability, and reliability of the CRM application across all major modules. Each test case includes detailed steps, expected results, and execution status to ensure comprehensive coverage of the system's features.

2. TEST SCOPE

In Scope:
• User Authentication and Authorization
• Customer Management (CRUD Operations)
• Contact Management
• Lead Management and Conversion
• Opportunity and Sales Pipeline Management
• Task and Activity Tracking
• Reports and Dashboard Functionality
• User Administration
• Data Import/Export Features
• Search and Filter Capabilities

Out of Scope:
• Performance Testing
• Security Penetration Testing
• Mobile Application Testing
• Third-party Integration Testing

3. TEST ENVIRONMENT

Component	Specification
Application URL	https://crm.company.com/uat
Browser	Google Chrome v120+, Mozilla Firefox v115+, Microsoft Edge v120+

Operating System	Windows 10/11, macOS Ventura+
Database	PostgreSQL 15.x
Test Data	Pre-configured test data set

4. TEST CASE SUMMARY

Module	Total TCs	High	Medium	Low	Pass	Fail	Not Run
User Authentication	8	5	2	1	8	0	0
Customer Management	8	4	4	0	8	0	0
Contact Management	6	2	3	1	6	0	0
Lead Management	7	4	3	0	7	0	0
Opportunity/Sales Pipeline	7	4	3	0	7	0	0
Task & Activity Management	7	3	3	1	7	0	0
Reports & Dashboard	7	2	4	1	7	0	0
User Administration	6	4	2	0	6	0	0
Data Import/Export	6	3	3	0	6	0	0
Search & Filter	7	2	4	1	7	0	0
TOTAL	**69**	**33**	**31**	**5**	**69**	**0**	**0**

5. USER AUTHENTICATION MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_AUTH_001	Valid User Login	1. User account exists in system 2. User has valid credentials 3. Application is accessible	1. Navigate to login page 2. Enter valid username 3. Enter valid password 4. Click 'Login' button	1. User successfully logged in 2. Dashboard page displayed 3. Welcome message shown 4. Session created	High	PASS
TC_AUTH_002	Invalid Username Login	1. Application is accessible 2. Login page is displayed	1. Navigate to login page 2. Enter invalid username 3. Enter any password 4. Click 'Login' button	1. Login fails 2. Error message: 'Invalid credentials' 3. User remains on login page 4. No session created	High	PASS
TC_AUTH_003	Invalid Password Login	1. Valid user account exists 2. Application is accessible	1. Navigate to login page 2. Enter valid username 3. Enter incorrect password 4. Click 'Login' button	1. Login fails 2. Error message displayed 3. Password field cleared 4. Login attempt logged	High	PASS
TC_AUTH_004	Empty Credentials Login	1. Application is accessible 2. Login page displayed	1. Navigate to login page 2. Leave username empty 3. Leave password empty 4. Click 'Login' button	1. Validation error shown 2. Required field indicators 3. Form not submitted 4. Focus on first empty field	Medium	PASS
TC_AUTH_005	User Logout	1. User is logged in 2. Dashboard is displayed	1. Click user profile icon 2. Select 'Logout' option 3. Confirm logout if prompted	1. User logged out 2. Session terminated 3. Redirected to login page 4. Cannot access protected pages	High	PASS
TC_AUTH_006	Password Reset Request	1. User account exists 2. Valid email configured	1. Click 'Forgot Password' 2. Enter registered email 3. Click 'Send Reset Link' 4. Check email inbox	1. Success message shown 2. Reset email received 3. Link valid for 24 hours 4. Link is one-time use	High	PASS
TC_AUTH_007	Session Timeout	1. User is logged in 2. Session timeout configured	1. Login to application 2. Remain inactive for timeout period 3. Try to perform any action	1. Session expired message 2. Redirected to login 3. Unsaved data warning 4. Must re-authenticate	Medium	PASS
TC_AUTH_008	Remember Me Functionality	1. Valid user credentials 2. Remember me feature enabled	1. Enter valid credentials 2. Check 'Remember Me' 3. Login successfully 4. Close and reopen browser	1. User remains logged in 2. No re-authentication needed 3. Session persists 4. Secure token stored	Low	PASS

6. CUSTOMER MANAGEMENT MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_CUST_ 001	Add New Customer	1. User logged in 2. Has permission to add customers 3. Customer module accessible	1. Navigate to Customers 2. Click 'Add New Customer' 3. Fill all required fields 4. Click 'Save' button	1. Customer created successfully 2. Success message displayed 3. Customer in list view 4. Audit trail created	**High**	**PASS**
TC_CUST_ 002	Edit Customer Details	1. Customer record exists 2. User has edit permission	1. Search for customer 2. Click 'Edit' button 3. Modify required fields 4. Click 'Update' button	1. Changes saved successfully 2. Updated data displayed 3. Modification timestamp updated 4. Change history logged	**High**	**PASS**
TC_CUST_ 003	Delete Customer	1. Customer exists 2. No dependent records 3. User has delete permission	1. Select customer record 2. Click 'Delete' button 3. Confirm deletion 4. Verify removal	1. Confirmation dialog shown 2. Customer deleted/archived 3. Removed from list 4. Related data handled	**High**	**PASS**
TC_CUST_ 004	View Customer Details	1. Customer record exists 2. User has view permission	1. Navigate to customer list 2. Click on customer name 3. View detail page	1. Full details displayed 2. Related contacts shown 3. Activity history visible 4. All tabs accessible	**Medium**	**PASS**
TC_CUST_ 005	Duplicate Customer Check	1. Customer with same details exists 2. Duplicate check enabled	1. Click 'Add New Customer' 2. Enter existing customer details 3. Click 'Save' button	1. Duplicate warning shown 2. Existing record displayed 3. Option to merge/cancel 4. Prevents duplicate entry	**High**	**PASS**
TC_CUST_ 006	Customer Field Validation	1. Add customer form open 2. Validation rules configured	1. Enter invalid email format 2. Enter invalid phone number 3. Leave required fields empty 4. Click 'Save'	1. Validation errors shown 2. Invalid fields highlighted 3. Form not submitted 4. Clear error messages	**Medium**	**PASS**
TC_CUST_ 007	Customer Status Change	1. Customer exists 2. Multiple statuses available	1. Open customer record 2. Change status dropdown 3. Select new status 4. Save changes	1. Status updated 2. Status history logged 3. Notifications sent 4. Workflows triggered	**Medium**	**PASS**
TC_CUST_ 008	Assign Customer Owner	1. Customer exists 2. Multiple users available	1. Open customer record 2. Click 'Change Owner' 3. Select new owner 4. Confirm assignment	1. Owner changed 2. New owner notified 3. Access updated 4. Assignment logged	**Medium**	**PASS**

7. CONTACT MANAGEMENT MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_CONT_001	Add New Contact	1. User logged in 2. Customer exists 3. Contact permission granted	1. Navigate to Contacts 2. Click 'Add Contact' 3. Fill contact details 4. Link to customer 5. Save contact	1. Contact created 2. Linked to customer 3. Appears in contact list 4. Email/phone validated	High	PASS
TC_CONT_002	Edit Contact Information	1. Contact exists 2. Edit permission available	1. Search for contact 2. Click 'Edit' 3. Update information 4. Save changes	1. Contact updated 2. Changes reflected 3. History maintained 4. Linked records updated	High	PASS
TC_CONT_003	Delete Contact	1. Contact exists 2. Delete permission granted	1. Select contact 2. Click 'Delete' 3. Confirm deletion	1. Contact removed 2. Links removed 3. Activity preserved 4. Audit logged	Medium	PASS
TC_CONT_004	Link Contact to Multiple Accounts	1. Contact exists 2. Multiple customers exist	1. Open contact record 2. Click 'Add Account Link' 3. Select additional account 4. Define relationship 5. Save	1. Contact linked 2. Appears in both accounts 3. Relationship defined 4. No duplicate created	Medium	PASS
TC_CONT_005	Contact Communication Log	1. Contact exists 2. Communication features enabled	1. Open contact 2. Click 'Log Activity' 3. Select activity type 4. Enter details 5. Save activity	1. Activity logged 2. Timestamp recorded 3. Visible in timeline 4. Linked to contact	Medium	PASS
TC_CONT_006	Contact Role Assignment	1. Contact linked to account 2. Roles configured	1. Open contact 2. Edit account relationship 3. Assign role 4. Save changes	1. Role assigned 2. Role displayed 3. Permissions applied 4. Reports updated	Low	PASS

8. LEAD MANAGEMENT MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_LEAD_001	Create New Lead	1. User logged in 2. Lead creation permission	1. Navigate to Leads 2. Click 'New Lead' 3. Enter lead information 4. Set lead source 5. Save lead	1. Lead created 2. Auto-assigned or queued 3. Lead score calculated 4. Notification sent	High	PASS
TC_LEAD_002	Convert Lead to Opportunity	1. Qualified lead exists 2. Conversion permission granted	1. Open qualified lead 2. Click 'Convert' 3. Create/select account 4. Create opportunity 5. Confirm conversion	1. Lead converted 2. Account created/linked 3. Opportunity created 4. Lead marked converted	High	PASS
TC_LEAD_003	Lead Status Update	1. Lead exists 2. Status workflow defined	1. Open lead record 2. Change status 3. Add status notes 4. Save changes	1. Status updated 2. Workflow triggered 3. History logged 4. Notifications sent	High	PASS
TC_LEAD_004	Lead Assignment Rules	1. Assignment rules configured 2. Multiple sales reps available	1. Create new lead 2. Set lead criteria 3. Save lead 4. Verify assignment	1. Lead auto-assigned 2. Correct rep assigned 3. Notification sent 4. Assignment logged	Medium	PASS
TC_LEAD_005	Lead Scoring	1. Scoring rules configured 2. Lead exists	1. Create/update lead 2. Add qualifying info 3. Trigger score calculation 4. View lead score	1. Score calculated 2. Score displayed 3. Threshold alerts 4. Score history tracked	Medium	PASS
TC_LEAD_006	Duplicate Lead Detection	1. Existing lead in system 2. Duplicate rules active	1. Create new lead 2. Enter duplicate info 3. Submit lead 4. Review duplicate alert	1. Duplicate detected 2. Warning displayed 3. Merge option shown 4. Duplicate prevented	High	PASS
TC_LEAD_007	Lead Source Tracking	1. Lead sources configured 2. Lead exists	1. Create new lead 2. Select lead source 3. Add campaign info 4. Save lead	1. Source recorded 2. Campaign linked 3. ROI trackable 4. Reports updated	Medium	PASS

9. OPPORTUNITY/SALES PIPELINE MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_OPP_0 01	Create New Opportunity	1. Account exists 2. User has create permission	1. Navigate to Opportunities 2. Click 'New Opportunity' 3. Link to account 4. Enter deal details 5. Set stage and amount 6. Save	1. Opportunity created 2. Pipeline updated 3. Forecast included 4. Owner assigned	**High**	**PASS**
TC_OPP_0 02	Update Opportunity Stage	1. Opportunity exists 2. Sales stages defined	1. Open opportunity 2. Change stage 3. Update probability 4. Add stage notes 5. Save changes	1. Stage updated 2. Probability adjusted 3. Forecast recalculated 4. History logged	**High**	**PASS**
TC_OPP_0 03	Close Won Opportunity	1. Opportunity in final stage 2. Close permission granted	1. Open opportunity 2. Select 'Closed Won' 3. Enter close details 4. Confirm closure	1. Opportunity closed 2. Revenue recorded 3. Commissions calculated 4. Success metrics updated	**High**	**PASS**
TC_OPP_0 04	Close Lost Opportunity	1. Opportunity exists 2. Loss reasons configured	1. Open opportunity 2. Select 'Closed Lost' 3. Select loss reason 4. Add competitor info 5. Confirm closure	1. Opportunity closed 2. Loss reason recorded 3. Removed from forecast 4. Analytics updated	**High**	**PASS**
TC_OPP_0 05	Add Products to Opportunity	1. Opportunity exists 2. Product catalog available	1. Open opportunity 2. Go to Products tab 3. Add products 4. Set quantities/prices 5. Save	1. Products added 2. Amount calculated 3. Discounts applied 4. Line items visible	**Medium**	**PASS**
TC_OPP_0 06	Pipeline View Navigation	1. Multiple opportunities exist 2. Pipeline view enabled	1. Navigate to Pipeline 2. View Kanban board 3. Drag opportunity to new stage 4. Verify update	1. Pipeline displayed 2. Drag-drop works 3. Stage updated 4. Totals recalculated	**Medium**	**PASS**
TC_OPP_0 07	Opportunity Forecast	1. Opportunities exist 2. Forecast enabled	1. Navigate to Forecasts 2. Select time period 3. View forecast summary 4. Drill into details	1. Forecast displayed 2. Accurate calculations 3. Drill-down works 4. Export available	**Medium**	**PASS**

10. TASK & ACTIVITY MANAGEMENT MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_TASK_001	Create New Task	1. User logged in 2. Related record exists	1. Click 'New Task' 2. Enter task details 3. Set due date 4. Assign to user 5. Link to record 6. Save	1. Task created 2. Appears in task list 3. Assignee notified 4. Calendar updated	High	PASS
TC_TASK_002	Complete Task	1. Task exists 2. Task assigned to user	1. Open task 2. Mark as complete 3. Add completion notes 4. Save	1. Task completed 2. Status updated 3. Completion logged 4. Related record updated	High	PASS
TC_TASK_003	Schedule Meeting/Event	1. Calendar access 2. Attendees available	1. Click 'New Event' 2. Set date/time 3. Add attendees 4. Set reminder 5. Save event	1. Event created 2. Invites sent 3. Calendar blocked 4. Reminders scheduled	High	PASS
TC_TASK_004	Log Call Activity	1. Contact/Lead exists 2. Call completed	1. Open record 2. Click 'Log Call' 3. Enter call details 4. Set outcome 5. Save activity	1. Call logged 2. Duration recorded 3. Outcome saved 4. Timeline updated	Medium	PASS
TC_TASK_005	Log Email Activity	1. Email sent/received 2. Related record exists	1. Open record 2. Click 'Log Email' 3. Enter email details 4. Attach if needed 5. Save	1. Email logged 2. Linked to record 3. Searchable 4. Timeline updated	Medium	PASS
TC_TASK_006	Task Reminder Notification	1. Task with reminder exists 2. Notifications enabled	1. Create task with reminder 2. Wait for reminder time 3. Check notifications	1. Reminder triggered 2. Notification received 3. Email sent if configured 4. Task accessible from notification	Medium	PASS
TC_TASK_007	Recurring Task Creation	1. Recurring tasks enabled 2. User has permission	1. Create new task 2. Enable recurrence 3. Set frequency 4. Set end date 5. Save	1. Recurring task created 2. Future instances generated 3. Series linked 4. Individual editing possible	Low	PASS

11. REPORTS & DASHBOARD MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_RPT_0 01	Generate Sales Report	1. Sales data exists 2. Report access granted	1. Navigate to Reports 2. Select 'Sales Report' 3. Set date range 4. Apply filters 5. Run report	1. Report generated 2. Accurate data 3. Filters applied 4. Export options available	**High**	**PASS**
TC_RPT_0 02	Create Custom Report	1. Report builder access 2. Data objects available	1. Click 'New Report' 2. Select report type 3. Choose fields 4. Add filters 5. Set grouping 6. Save and run	1. Report created 2. Custom fields shown 3. Filters working 4. Grouping correct	**Medium**	**PASS**
TC_RPT_0 03	Export Report to Excel	1. Report generated 2. Export permission granted	1. Run report 2. Click 'Export' 3. Select Excel format 4. Download file	1. Export successful 2. Data accurate 3. Formatting preserved 4. File downloadable	**Medium**	**PASS**
TC_RPT_0 04	Dashboard Widget Display	1. Dashboard configured 2. Widgets added	1. Navigate to Dashboard 2. View all widgets 3. Verify data accuracy 4. Check refresh	1. All widgets load 2. Data current 3. Charts render 4. Drill-down works	**High**	**PASS**
TC_RPT_0 05	Schedule Report Delivery	1. Report exists 2. Scheduling enabled	1. Open report 2. Click 'Schedule' 3. Set frequency 4. Add recipients 5. Save schedule	1. Schedule created 2. Report sent on time 3. Recipients receive 4. Format correct	**Medium**	**PASS**
TC_RPT_0 06	Dashboard Customization	1. Dashboard access 2. Customization allowed	1. Open Dashboard 2. Click 'Edit' 3. Add/remove widgets 4. Rearrange layout 5. Save changes	1. Changes saved 2. Layout persists 3. Widgets functional 4. Personal view saved	**Low**	**PASS**
TC_RPT_0 07	Report Drill-Down	1. Summary report exists 2. Drill-down enabled	1. Run summary report 2. Click on data point 3. View detailed records 4. Navigate back	1. Drill-down works 2. Correct records shown 3. Context maintained 4. Navigation smooth	**Medium**	**PASS**

12. USER ADMINISTRATION MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_ADM_001	Create New User	1. Admin logged in 2. User licenses available	1. Navigate to User Management 2. Click 'New User' 3. Enter user details 4. Assign role/profile 5. Set permissions 6. Save and activate	1. User created 2. Welcome email sent 3. Access granted 4. Audit logged	High	PASS
TC_ADM_002	Deactivate User	1. Active user exists 2. Admin permission	1. Find user record 2. Click 'Deactivate' 3. Reassign records 4. Confirm deactivation	1. User deactivated 2. Access revoked 3. Records reassigned 4. License freed	High	PASS
TC_ADM_003	Modify User Permissions	1. User exists 2. Permission sets available	1. Open user record 2. Edit permissions 3. Add/remove access 4. Save changes	1. Permissions updated 2. Access changed immediately 3. Audit logged 4. User notified	High	PASS
TC_ADM_004	Reset User Password	1. User exists 2. Admin access	1. Find user 2. Click 'Reset Password' 3. Confirm action 4. Notify user	1. Password reset 2. Email sent to user 3. Old password invalid 4. Login required	High	PASS
TC_ADM_005	Create User Role	1. Admin access 2. Role hierarchy exists	1. Navigate to Roles 2. Click 'New Role' 3. Define role name 4. Set hierarchy position 5. Save role	1. Role created 2. Hierarchy updated 3. Assignable to users 4. Permissions inherited	Medium	PASS
TC_ADM_006	User Login History	1. Admin access 2. Login tracking enabled	1. Navigate to Login History 2. Search for user 3. View login records 4. Export if needed	1. History displayed 2. All logins shown 3. IP addresses logged 4. Export works	Medium	PASS

13. DATA IMPORT/EXPORT MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_IMP_001	Import Customers from CSV	1. Valid CSV file ready 2. Import permission granted	1. Navigate to Import 2. Select 'Customers' 3. Upload CSV file 4. Map fields 5. Validate data 6. Execute import	1. Data validated 2. Records imported 3. Errors reported 4. Summary displayed	High	PASS
TC_IMP_002	Import with Duplicate Handling	1. Existing records in system 2. Import file has duplicates	1. Start import 2. Upload file 3. Set duplicate rules 4. Choose update/skip 5. Execute import	1. Duplicates detected 2. Rules applied 3. Updates/skips logged 4. Report generated	High	PASS
TC_IMP_003	Export Customers to CSV	1. Customer data exists 2. Export permission granted	1. Navigate to Customers 2. Apply filters 3. Click 'Export' 4. Select fields 5. Download CSV	1. Export successful 2. All fields included 3. Filters applied 4. File downloadable	High	PASS
TC_IMP_004	Import Validation Errors	1. CSV with invalid data 2. Validation rules active	1. Start import 2. Upload invalid CSV 3. Run validation 4. Review errors	1. Errors detected 2. Row numbers shown 3. Error details clear 4. Fix suggestions given	Medium	PASS
TC_IMP_005	Bulk Data Update via Import	1. Records exist 2. Update file ready	1. Start import 2. Select 'Update existing' 3. Upload file with IDs 4. Map fields 5. Execute update	1. Records matched 2. Updates applied 3. No duplicates created 4. Summary shown	Medium	PASS
TC_IMP_006	Export to Excel Format	1. Data exists 2. Excel export enabled	1. Select records 2. Click 'Export' 3. Choose Excel format 4. Download file	1. Excel file created 2. Formatting preserved 3. All data included 4. File opens correctly	Medium	PASS

14. SEARCH & FILTER FUNCTIONALITY

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_SRCH_ 001	Global Search	1. Data exists in system 2. Search indexed	1. Click global search 2. Enter search term 3. Press Enter 4. Review results	1. Results displayed 2. Multiple objects searched 3. Relevance ranking 4. Quick navigation	**High**	**PASS**
TC_SRCH_ 002	Advanced Search with Filters	1. Records exist 2. Filter options available	1. Open advanced search 2. Select object type 3. Add filter criteria 4. Execute search	1. Filters applied 2. Accurate results 3. Filter combinations work 4. Results exportable	**High**	**PASS**
TC_SRCH_ 003	Save Search/Filter	1. Search executed 2. Save feature enabled	1. Execute search 2. Click 'Save Search' 3. Name the search 4. Access saved search	1. Search saved 2. Accessible later 3. Filters preserved 4. Shareable option	**Medium**	**PASS**
TC_SRCH_ 004	List View Filtering	1. List view displayed 2. Filter columns available	1. Open list view 2. Click column filter 3. Enter filter value 4. Apply filter	1. List filtered 2. Instant results 3. Multiple filters work 4. Clear filter option	**Medium**	**PASS**
TC_SRCH_ 005	Search with Wildcards	1. Wildcard search enabled 2. Data exists	1. Open search 2. Enter partial term with * 3. Execute search 4. Review results	1. Wildcards work 2. Partial matches found 3. Results accurate 4. Performance acceptable	**Low**	**PASS**
TC_SRCH_ 006	Date Range Filter	1. Date fields exist 2. Records with dates	1. Open filter panel 2. Select date field 3. Set date range 4. Apply filter	1. Date filter works 2. Range inclusive 3. Results accurate 4. Calendar picker works	**Medium**	**PASS**
TC_SRCH_ 007	Search Result Sorting	1. Search results displayed 2. Multiple records	1. Execute search 2. Click column header 3. Toggle sort order 4. Verify sorting	1. Sorting works 2. Asc/Desc toggle 3. Multiple column sort 4. Sort persists	**Medium**	**PASS**

15. TEST EXECUTION SUMMARY

Metric	Value
Total Test Cases	69
Test Cases Executed	69
Test Cases Passed	69
Test Cases Failed	0
Test Cases Blocked	0
Test Cases Not Run	0
Pass Rate	100%
Execution Start Date	January 15, 2026
Execution End Date	January 15, 2026
Executed By	QA Team
Test Environment	UAT

CONCLUSION

All 69 test cases have been successfully executed with a 100% pass rate. The CRM system has been thoroughly tested across all functional modules including User Authentication, Customer Management, Contact Management, Lead Management, Opportunity/Sales Pipeline, Task & Activity Management, Reports & Dashboard, User Administration, Data Import/Export, and Search & Filter functionality.

Recommendation: The CRM system is ready for production deployment. All critical and high-priority test cases have passed successfully, and the system meets the defined acceptance criteria.

Sign-off:

Role	Name	Signature	Date
QA Lead			
Project Manager			
Product Owner			