

Acceptance Testing
UAT Execution & Report Submission

Date	20 February 2026
Team ID	LTVIP2026TMIDS73549
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

1. Purpose of Document

The purpose of this document is to summarize the User Acceptance Testing (UAT) conducted for the ServiceNow Operations Ticket Management System. The report highlights testing coverage, defect status, and overall system readiness before deployment.

2. Defect Analysis

This report shows the number of resolved or closed bugs at each severity level, and how they were resolved

Resolution	Severity 1	Severity 2	Severity 3	Severity 4	Subtotal
Fixed	2	3	2	0	7
By Design	0	1	1	0	2
Duplicate	0	0	1	0	1
Not Reproduced	0	0	0	1	1
Total	2	4	4	1	11

3. Test Case Analysis

This report shows the number of test cases that have passed, failed, and untested

Section	Total Cases	Not Tested	Fail	Pass
Ticket Creation	3	0	0	3
Flow Automation	3	0	0	3
Role & Access Control	1	0	0	1
Ticket Assignment	1	0	0	1
Total	8	0	0	8