User Acceptance Testing (UAT) Template

|  |  |
| --- | --- |
| Date | June 2025 |
| Team ID | LTVIP2025TMID58213 |
| Project Name | ResolveNow: Your Platform for Online Complaints |
| Maximum Marks |  |

Project Overview

* Project Name: ResolveNow – Online Complaint Management System
* Project Description: A web-based platform to register, track, and resolve user complaints efficiently with real-time agent interaction and admin monitoring.
* Project Version: v1.0
* Testing Period: 20th June 2025 – 25th June 2025
* Testing Scope:

o User Registration & Login o Complaint Submission & Tracking o Admin assignment of complaints o Real-time chat between users and agents

Testing Environment:

* URL/Location: http://localhost:3000
* Credentials: user: john@example.com, password: Test@123

Test Cases:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test  Case  ID | Test Scenario | Test Steps | Expected  Result | Actual Result | Pass/Fail |
| TC-  001 | User  Registration | 1. Open site2.  Click  "Register"3. Fill details4. Submit | User should receive  registration success message | Registration successful | Pass |
| TC-  002 | Complaint  Submission | 1. Login2. Click "Submit  Complaint"3. Fill details4. Submit | Complaint should be  saved and listed in  dashboard | Complaint ID displayed | Pass |
| TC- | Real-time  Chat with | 1. Submit complaint2. | Chat should | Chat appears | Pass |
| 003 | Agent | Agent responds3. User replies | update live | instantly |  |
| TC-  004 | Admin  Complaint  Assignment | 1. Admin logs in2. Assigns complaint3. Agent notified | Complaint should appear  in agent dashboard | Assigned properly | Pass |

Bug Tracking:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bug  ID | Bug Description | Steps to Reproduce | Severity Status | Additional Feedback |
| BG-  001 | OTP not sent during login | 1. Go to login2. Enter phone3. Wait | In  Medium  Progress | Issue happens occasionally |
| BG-  002 | Admin dashboard slow | 1. Login as admin2. Open complaints page | Low Open | Improve data load optimization |

Sign-off:

Tester Name: Poral Siddartha

Date: 25th June 2025

Signature : Siddartha poral

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.