

User Acceptance Testing (UAT) Template

Date	20 February 2026
Team ID	LTVIP2026TMIDS66345
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	

Project Overview:

Project Name: Streamlining Ticket Assignment for Efficient Support Operations

Project Description:

The project “Streamlining Ticket Assignment for Efficient Support Operations” is developed using the ServiceNow platform to automate the process of ticket routing in IT support systems. The system eliminates manual ticket assignment by using Business Rules and Flow Designer to automatically assign tickets to the appropriate support group based on issue category and priority.

Testing Scope:

[List of Features and Functionalities to be Tested]

- Service Portal Ticket Creation
- Issue Category Selection
- Automatic Ticket Assignment (Business Rules + Flow Designer)
- SLA Attachment and Monitoring
- Email Notifications
- Role-Based Access Control (ACL)
- Dashboard and Reports
- Ticket Status Update

[List of User Stories or Requirements to be Tested]

- As a user, I can create a support ticket.
- As a system, tickets are automatically assigned to the correct support group.
- As an admin, I can configure business rules and flows.
- As a support agent, I can update ticket status.
- As a manager, I can view dashboards and reports.

Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	Create Ticket via Service Portal	Step 1: Login to portal Step 2: Click Create Ticket Step 3: Submit details	Ticket should be created successfully	Ticket created successfully	Pass
TC-002	Auto Assignment to Certificates Group	Step 1: Create ticket with Issue = "Regarding Certificates" Step 2: Submit Step 3: Check Assigned Group	Ticket assigned to Certificates Group	Assigned correctly	Pass
TC-003	Auto Assignment to Platform Group	Step 1: Create ticket with Issue = "Unable to login" Step 2: Submit Step 3: Verify group	Ticket assigned to Platform Group	Assigned correctly	Pass
TC-004	SLA Attachment Verification	Step 1: Create ticket Step 2: Check SLA tab	SLA should attach automatically	SLA attached successfully	Pass
TC-005	Role-Based Access Control	Step 1: Login as end user Step 2: Try editing restricted fields	Access should be denied	Access denied	Pass
TC-006	Dashboard Report Accuracy	Step 1: Open Dashboard Step 2: Compare with Incident records	Data should match	Data matches	Pass

Bug Tracking:

Bug ID	Bug Description	Steps to Reproduce	Severity	Status	Additional Feedback
BG-001	Ticket not assigned due to wrong category mapping	Step 1: Create ticket with undefined category Step 2: Submit	Medium	Closed	Business Rule updated
BG-002	SLA not attached to certain priority	Step 1: Create high priority ticket Step 2: Check SLA tab	High	Closed	SLA condition corrected

Sign-off:

Tester Name: M. Pavithra

Date: 19-02-2026

Signature: pavithra

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.