

User Acceptance Testing (UAT) Template

Date	22 May 2025
Team ID	LTVIP2025TMID20310
Project Name	Resolvenow: Your Platform For Online Complaints
Maximum Marks	

Project Overview:

Project Name: Resolvenow: Your Platform For Online Complaints

Project Description: An Online Complaint Registration and Management System enables users to file, track, and resolve complaints digitally. It connects users, agents, and admins to ensure efficient, transparent, and timely complaint handling.

Project Version: v1.0

Testing Period: June 15, 2025 – June 25, 2025

Testing Scope:

Features and functionalities to be tested:

- User Registration & Login
- Complaint Form Submission
- Complaint Status Tracking
- Real-time Chat Between Users and Agents
- Complaint Assignment by Admin
- Admin Dashboard Functionality
- Responsive User Interface (UI)
- Logout and Session Management

Testing Environment:

- **URL/Location:** http://localhost:3000
- **Credentials:** Use email and password from user sign-up within the system

Test Cases

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	User Registration & Login	1. Click "Sign Up" and fill the form 2. Submit and verify email 3. Login with credentials	User account should be created and login successful	[Actual Result]	[Pass/Fail]
TC-002	Complaint Submission	1. Login as user 2. Go to "Submit Complaint" 3. Fill form and submit	Complaint should be successfully registered	[Actual Result]	[Pass/Fail]
TC-003	Agent Communication with User	1. Login as agent 2. Open assigned complaint 3. Message the user	User should receive message and be able to reply	[Actual Result]	[Pass/Fail]
TC-004	UI Responsiveness (Mobile)	1. Open system on phone browser 2. Navigate through login, dashboard, forms	All pages should display correctly and be usable on mobile	[Actual Result]	[Pass/Fail]

Bug Tracking

Bug ID	Bug Description	Steps to Reproduce	Severity	Status	Additional Feedback
BG-001	Complaint status not updating in real-time	1. Submit a complaint 2. Agent updates status 3. User doesn't see immediate update	High	In Progress	Check real-time database sync or refresh mechanism
BG-002	Chat box not fully visible on mobile devices	1. Open chat window on a small screen (e.g., 5" phone) 2. Try typing a message	Medium	Open	Chat UI needs scroll or dynamic resizing support

Sign-off:

Tester Name: [Name of Tester]

Date: [Date of Test Completion]

Signature: [Tester's Signature]

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.