**User Acceptance Testing (UAT) Template**

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| 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**

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| --- | --- | --- | --- | --- | --- |
| **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**

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| --- | --- | --- | --- | --- | --- |
| **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.