User Acceptance Testing (UAT) Template

Date	27 June 2025
Team ID	LTVIP2025TMID21064
Project Name	Citizen AI – Intelligent Citizen Engagement Platform
Maximum Marks	

Project Overview

- **Project Name**: Citizen AI

- **Project Description**:
  Citizen AI is an intelligent citizen engagement platform that leverages the IBM Granite model from Hugging Face to provide AI-powered real-time responses to public queries regarding government services. It also analyzes user feedback using sentiment analysis.

- **Project Version**: 1.0

- **Testing Period**: 19 May 2025 to 30 June 2025

Testing Scope

- **Features to Test**:

  o Chatbot interface

  o Sentiment analysis

  o API responsiveness

  o Real-time feedback handling

- **User Stories to Test**:

  o As a citizen, I want to ask a question and get an instant response.

  o As a government agency, I want to analyze sentiment trends in citizen feedback.

Testing Environment

- **URL/Location**
  https://colab.research.google.com/drive/1nvjWvgt4uwl6_ibf3L8zPO7qyQeUwgKC?usp=sharing (deployed via Ngrok)

- **Credentials**: Not required (public demo)

Test Cases

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	Ask a simple question to chatbot	1. Type "How do I apply for a ration card?" 2. Click "Submit"	Accurate response explaining steps	Correct steps with relevant info shown	Pass
TC-002	Submit unclear query	1. Type "??? What means" 2. Click "Submit"	Error message or fallback response	AI handled with generic clarification	Pass
TC-003	Analyze sentiment	1. Submit feedback: "This service is very useful" 2. Analyze sentiment	Detected as Positive	Correctly labeled as Positive	Pass
TC-004	Input without message	1. Click "Submit" with empty field	Show validation error	Error message displayed	Pass
TC-005	Simultaneous inputs	1. Submit queries from two devices at once	All responses handled without crash	Handled smoothly	Pass

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Bug Tracking

Bug ID	Bug Description	Steps to Reproduce	Severity	Status	Additional Feedback
BG-001	Delay when analyzing feedback	1. Enter feedback 2. Click Analyze 3. Wait	Medium	In Progress	Works, but slower on mobile
BG-002	No response on first submit in mobile	1. Open in mobile 2. Type query 3. Click submit	High	Closed	Fixed in last update
BG-003	Text overflow on small screens	1. Enter long query 2. View response on mobile	Low	Open	UI needs resizing

Sign-off

- **Tester Name**: Pranathi Sai Alluri

- **Date**: 27 June 2025

- **Signature**: *Pranathi Alluri*

Notes

- Covered both normal and edge cases.

- Feedback encouraged testers to suggest a mobile view update.

- Bugs were tracked with severity and current status.

- Signed off after 5 functional test cases passed successfully.