

User Acceptance Testing (UAT) Template

Date	05-06-2025
Team ID	LTVIP2025TMID20349
Project Name	Resolve Now : Your Platform For Online Complaints
Maximum Marks	

Project Overview:

Project Name: Resolve Now: Your Platform For Online Complaints

Description: An online complaint registration and management system is a software application or platform that allows individuals or organizations to submit and track complaints or issues they have encountered.

Project Version:v1.0.0

Testing Period:06-06-2025 to 07-06-2025

Testing Scope:

- User registration and login
- Complaint Submission
- Status Tracking
- Agent Communication
- Complaint Assignment by Admin
- Admin Dashboard Functionality
- Responsive User Interface (UI)
- Logout and Session Management

Requirements to be Tested:

- As a Client of ResolveNow, I want to Post the complaints easily.
- As a user, I want secure login and Post complaints.
- As an admin, I want to manage reported users and disputes.

Testing Environment:

Testing Environment

- URL: <https://reslovenow.example.com>

Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	User Registration & Login	1. Visit site 2. Click "Sign Up" 3. Fill & submit form	User account is created and redirected to dashboard	Account created, redirected to dashboard	Pass
TC-002	Submit Complaint Without Details	1. Login as user 2. Go to "Submit Complaint" 3. Leave all fields empty 4. Click Submit	System should show validation error messages	Form gets submitted without showing any warning	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	Messages exchanged between user and agent	Pass
TC-004	Login with wrong password	1. Go to login page 2. Enter valid email but incorrect password 3. Click "Login"	Error message like "Invalid credentials" shown	Login page reloads without message	Fail (if no message shown) or Pass if handled
TC-005	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	Layout adapts correctly on all screen sizes	Pass

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: Tousif

Date: 08-06-2025

Signature:Tousif

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.