**User Acceptance Testing (UAT) Template**

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| 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

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| **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 |

**Test Cases:**

**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: 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.