

User Acceptance Testing (UAT) Template

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| Date | 26 June 2025 |
| Team ID | LTVIP2025TMID54898 |
| Project Name | Resolvenow: your platform for online complaints |
| Maximum Marks | 4 Marks |

Project Overview:

- **Project Name:** ResolveNow: Your Platform for Online Complaints
- **Project Description:** ResolveNow is a web-based platform that allows users to register, track, and resolve complaints in an organized and transparent way. It supports three roles: Customer, Agent, and Admin.
- **Project Version:** 1.0
- **Testing Period:** 26 June 2025 to 27 June 2025

Testing Scope:

Features and Functionalities to be Tested:

- User Registration & Login
- Complaint Submission
- Role-Based Dashboards (Customer, Agent, Admin)
- Complaint Assignment (Admin to Agent)
- Status Update by Agent
- Email Notification
- Authentication using JWT
- Admin Control Panel

User Stories / Requirements to be Tested:

- USN-1 to USN-5 from Product Backlog
- Registration via form and Gmail
- Secure login
- Complaint tracking and update features

Testing Environment

- **URL/Location:** <http://localhost:3000>
- **Credentials** (example):
 - Customer: testuser@gmail.com / 123456
 - Agent: agent1@gmail.com / 123456
 - Admin: admin@gmail.com / admin123

Test Cases

| Test Case ID | Test Scenario | Test Steps | Expected Result | Actual Result | Pass/Fail |
|--------------|----------------------------------|---------------------------------------------------------------------------|----------------------------------------------------------|------------------------------|-----------|
| TC-001 | User Registration | 1. Open Register Form 2. Enter email/password 3. Submit | User account should be created and redirect to dashboard | User registered successfully | Pass |
| TC-002 | Admin assigns complaint to agent | 1. Admin logs in 2. Views unassigned complaints 3. Assigns to agent | Complaint status updates in agent dashboard | Complaint correctly assigned | Pass |
| TC-003 | Agent updates complaint status | 1. Agent logs in 2. Views assigned complaint 3. Changes status | Status updated for customer view | Customer sees updated status | Pass |
| TC-004 | Invalid login | 1. Go to login 2. Enter wrong credentials 3. Submit | Login should fail | Error message shown | Pass |
| TC-005 | Complaint Tracking | 1. Customer logs in 2. Clicks "View Complaints" | Complaint list appears | Complaint history displayed | Pass |

Bug Tracking

| Bug ID | Bug Description | Steps to Reproduce | Severity | Status | Additional Feedback |
|--------|----------------------------------------|-------------------------------------------------------|----------|-------------|--------------------------------|
| BG-001 | OTP Email not received on registration | 1. Fill registration form 2. Submit 3. No email | Medium | Open | Check email service connection |
| BG-002 | Gmail login error | 1. Click Gmail login | High | In Progress | Check Google OAuth |

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|--------|------------------------------|-----------------------------------------------|-----|--------|-------------------------------|
| | | 2. Redirects with error | | | credentials |
| BG-003 | Admin dashboard slow to load | 1. Login as admin 2. Navigate to dashboard | Low | Closed | Fixed with optimized API call |

Sign-Off:

- **Tester Name:** Abhinav
- **Date:** 30 June 2025
- **Signature:** ABHINAV

Notes

- All test cases covered positive and negative scenarios.
- Bugs logged with steps, severity, and current status.
- Project is ready for deployment, pending final sign-off from the project manager and product owner.