**User Acceptance Testing (UAT) Template**

|  |  |
| --- | --- |
| 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](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 2. Redirects with error | High | In Progress | Check Google OAuth 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.