UserAcceptanceTesting(UAT)Template

Date	July2025
TeamID	LTVIP2025TMID44695
ProjectName	ResolveNow:YourPlatform forOnlineComplaints
MaximumMarks	

ProjectOverview

- **ProjectName:ResolveNow–OnlineComplaintManagementSystem**

- **ProjectDescription:Aweb-basedplatformtoregister,track,andresolveusercomplaints efficiently with real-time agent interaction and admin monitoring.**

- **Project Version: v1.0**

- **TestingPeriod:20thJune2025–25thJune2025**

- **TestingScope:**

    - **UserRegistration&Login**

    - **ComplaintSubmission&Tracking**

    - **Adminassignmentofcomplaints**

    - **Real-timechatbetweenusersandagents**

TestingEnvironment:

- **URL/Location:http://localhost:3000**

- **Credentials:user:john@example.com,password:Test@123**

Test Cases:

Test Case ID	TestScenario	TestSteps	Expected Result	ActualResult	Pass/Fail
TC-001	User Registration	1. Open site2. Click "Register"3.Fill details4.Submit	Usershould receive registration success message	Registration successful	Pass
TC-002	Complaint Submission	1. Login2. Click "Submit Complaint"3.Fill details4.Submit	Complaint shouldbe savedand listed in dashboard	ComplaintID displayed	Pass
TC-	Real-time Chatwith	1.Submit complaint2.	Chatshould	Chatappears	Pass

003	Agent	Agent responds3.User replies	updatelive	instantly	
TC-004	Admin Complaint Assignment	1.Adminlogs in2. Assigns complaint3. Agentnotified	Complaint shouldappear in agent dashboard	Assigned properly	Pass

BugTracking:

Bug ID	BugDescription	Stepsto Reproduce	SeverityStatus		AdditionalFeedback
BG-001	OTPnotsent duringlogin	1.Gotologin2.Enter phone3. Wait	Medium	In Progress	Issuehappens occasionally
BG-002	Admindashboard slow	1. Loginasadmin2.Open complaints page	Low	Open	Improvedataload optimization

Sign-off:

TesterName:PoralSiddartha

Date: 25th June 2025

Signature : Siddartha poral

Notes:

- Ensurethatalltestcasescoverbothpositiveandnegativescenarios.
- Encourage testerstoprovidedetailedfeedback,includinganysuggestionsforimprovement.
- Bugtrackingshouldincludedetailssuchasseverity,status,andstepstoreproduce.
- Obtainsign-offfromboththeprojectmanagerandproductownerbeforeproceedingwith deployment.