

User Acceptance Testing (UAT) Template

Date	25 June 2025
Team ID	LTVIP2025TMID60625
Project Name	Resolve Now: Your Platform for Online Complaints
Maximum Marks	

Project Overview:

Project Name: Your Platform for Online Complaints

Project Description:

Users can efficiently file, monitor, and resolve grievances with ResolveNow, an easy-to-use online complaint registration and management system. In order to guarantee quick and open resolutions, it centralises the handling of complaints and integrates intelligent routing, secure user data management, and real-time communication with support agents.

Project Version: v1.0.0

Testing Period: 16/06/2025 to 26/06/2025

Testing Scope:

- User Registration and Login
- Complaint Submission and Attachment Upload
- Real-Time Complaint Tracking and Notifications
- Agent and User Interaction Chat
- Complaint Assignment and Routing
- Admin Dashboard
- Data Security and Confidentiality

Requirements to be Tested:

- As a user, I want to register and login in securely
- As a user, I want to submit a complaint with supporting details
- As an user, I want to track the status and get notified
- As an agent, I want to interact with users and update complaint status
- As an admin, I want to assign complaints and monitor platform performance

Testing Environment:

URL/Location: <http://localhost:3000>

Credentials (if required):

User-rayudusrinavya@gmail.com: 12345678

Admin- admin1v@mail.com: 12345678

Agent-agent1v@mail.com: 12345678

Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	User Registration	Navigate to sign up Enter details Submit the form as ordinary	Registered successfully	Record submitted	Pass
TC-002	Admin Registration	Navigate to sign up Enter details Submit the form as admin	Registered successfully	Record submitted	Pass

Bug Tracking:

Bug ID	Bug Description	Steps to reproduce	Severity	Status	Additional feedback
BG-001	Notification not received on update	Submit complaint Wait update	Medium	Open]	May need to check mail system
...

Sign-off:

Tester Name: Srinavya

Date: 26/06/2025

Signature: Srinavya

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.