**User Acceptance Testing (UAT) Template**

| Date | 15 April 2025 |
| --- | --- |
| Team ID | SWTID1742572631 |
| Project Name | Movie Ticket Booking Website |
| Maximum Marks |  |

### **Project Overview**

* **Project Name**: TicketFlix – Movie Ticket Booking Website
* **Project Description**:  
   A web and mobile platform for users to browse movies, select showtimes, book tickets, make payments, and manage bookings. The site includes an admin panel for movie and showtime management and a customer care dashboard for complaint handling.
* **Project Version**: 1.0.0
* **Testing Period**: April 15, 2025 to April 25, 2025

### **Testing Scope**

#### **Features and Functionalities to be Tested:**

* User Registration and Login (including social login)
* Movie Listings and Search
* Seat Selection
* Ticket Booking and Payment Integration
* Booking Confirmation & Email Notification
* Booking History and Cancellations
* Admin Panel (Add/Edit Movies and Showtimes)
* Customer Support Ticket Handling

#### **User Stories to be Tested:**

* USN-1 to USN-13 (from the user story table above)

### **Testing Environment**

* **URL/Location**:<https://popcorntickets.app>
* **Credentials** (Sample Accounts):  
  + User: testuser@gmail.com / password123
  + Admin: admin@popcorn.com / admin123
  + Support: support@popcorn.com / support123

### **Test Cases**

| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| --- | --- | --- | --- | --- | --- |
| TC-001 | User Registration | 1. Go to registration page  2. Enter valid email and password  3. Submit form | User receives confirmation email and is redirected | [Result] | [✔/✘] |
| TC-002 | User Login | 1. Go to login page  2. Enter valid credentials  3. Click login | User is redirected to dashboard | [Result] | [✔/✘] |
| TC-003 | Browse Movies by City/Date | 1. Go to homepage  2. Select city and date  3. View movie listings | Movies displayed as per filters | [Result] | [✔/✘] |
| TC-004 | Book a Movie Ticket | 1. Select movie  2. Choose showtime  3. Select seats  4. Proceed to payment  5. Confirm booking | Booking confirmation with seat details | [Result] | [✔/✘] |
| TC-005 | Cancel a Booking | 1. Go to booking history  2. Select booking  3. Click on cancel  4. Confirm cancellation | Booking is cancelled and refund is initiated | [Result] | [✔/✘] |
| TC-006 | Admin Adds New Movie | 1. Log into admin panel  2. Go to 'Add Movie'  3. Fill in details  4. Submit | Movie is visible to users | [Result] | [✔/✘] |
| TC-007 | Payment Failure Handling | 1. Book a ticket  2. Select payment  3. Cancel payment or use invalid method | User sees payment failure message, booking not confirmed | [Result] | [✔/✘] |
| TC-008 | Support Executive Responds to Complaint | 1. Login as support  2. View new ticket  3. Respond and change status to resolved | Ticket is updated and user gets response | [Result] | [✔/✘] |

**Bug Tracking**

| **Bug ID** | **Bug Description** | **Steps to Reproduce** | **Severity** | **Status** | **Additional Feedback** |
| --- | --- | --- | --- | --- | --- |
| BG-001 | Payment not processed but booking marked confirmed | 1. Select movie  2. Book and choose UPI  3. Cancel midway | High | Open | Issue with Razorpay callback |
| BG-002 | Admin panel crashes on editing movie details | 1. Login as admin  2. Go to edit movie  3. Change poster and submit | Medium | In Progress | Image size error may be uncaught |
| BG-003 | Social login with Facebook not working | 1. Click on 'Login with Facebook'  2. Accept permissions  3. Redirect fails | Low | Open | Happens only on Firefox |

### **Sign-off**

* **Tester Name**: Gautam, Prinsi, Prakhar, Sunay
* **Date**: April 25, 2025
* **Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### **Notes**

* Ensure test cases include both **positive and negative** flows (e.g., valid vs. invalid inputs).
* Include **mobile and web testing**, especially responsive UI checks.
* Test payments in both success and failure scenarios using **sandbox** environments.
* **Bug IDs** should be tracked in a tool like JIRA, Trello, or GitHub Issues for clarity and resolution tracking.
* Final deployment should occur **only after sign-off** from both Project Manager and Product Owner.