

## Acceptance Testing

### UAT Execution & Report Submission

Date	18 February 2026
Team ID	LTVIP2026TMIDS24197
Project Name	Civil Engineering Insight Studio
Maximum Marks	4 Marks

## Purpose of Document

The purpose of this document is to describe the test coverage, defect status, and overall system stability of the **Customer Support System (CSS)** at the time of release to **User Acceptance Testing (UAT)**.

This report confirms that:

- All major functional modules (Registration, Login, Dashboard, Complaint Management, Role Management) are tested.
- Critical and high-severity defects have been resolved.
- The system is ready for user validation and approval.

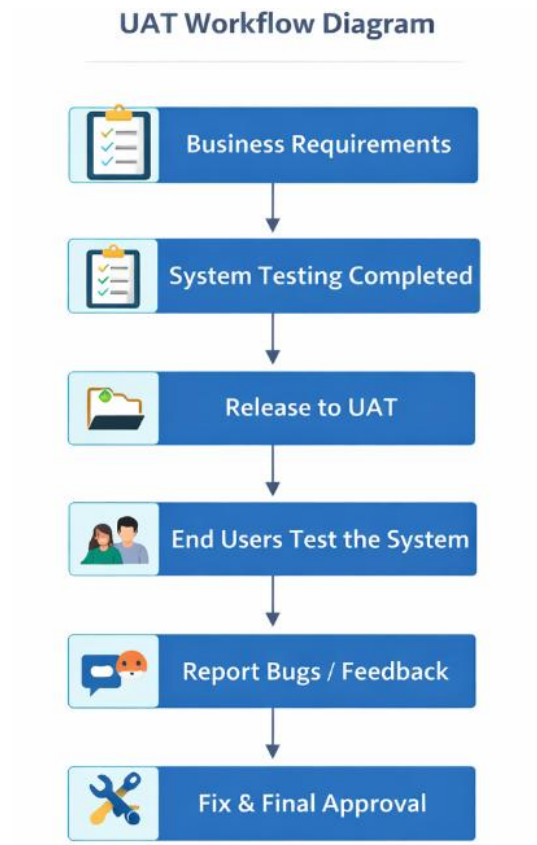
## Defect Analysis

This report shows the number of resolved or closed bugs at each severity level and their resolution status.

Resolution	Severity 1 (Critical)	Severity 2 (High)	Severity 3 (Medium)	Severity 4 (Low)	Subtotal
By Design	2	3	1	2	8
Duplicate	1	0	1	0	2
External	0	1	0	1	2
Fixed	6	5	4	8	23
Not Reproduced	0	0	1	0	1
Skipped	0	0	1	1	2
Won't Fix	0	1	2	1	4
<b>Totals</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>13</b>	<b>42</b>

### Defect Severity Meaning

- **Severity 1** → System crash / Login failure
- **Severity 2** → Major functionality not working
- **Severity 3** → Minor functional issue
- **Severity 4** → UI / Cosmetic issue



## Test Case Analysis

This report shows the number of test cases that passed, failed, or remained untested during UAT.

Section	Total Cases	Not Tested	Fail	Pass
Registration & Login	12	0	0	12
Dashboard	10	0	0	10
Complaint Management	18	0	1	17
Agent Management	8	0	0	8
Admin Control Panel	7	0	0	7
Security (Role Access)	5	0	0	5
Performance & Load	5	0	0	5
<b>Total</b>	<b>65</b>	<b>0</b>	<b>1</b>	<b>64</b>