**User Acceptance Testing (UAT) Template**

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| Date | 21 JUNE 2025 |
| Team ID | LTVIP2025TMID46184 |
| Project Name | ResolveNow: Your Platform for Online Complaints |
| Maximum Marks |  |

**Project Overview:**

Project Name: ResolveNow: Your Platform for Online Complaints

Project Description: **ResolveNow: Your Platform for Online Complaints** is a web-based application designed to streamline the process of registering and managing complaints. Users can easily file grievances, track their status, and receive timely updates.

Testing Period: 19-06-2025 to 30-06-2025

1. **Testing Scope: User Registration and Login:**
2. **Complaint Submission:**
3. **Tracking and Notifications:**
4. **Interaction with Agent:**
5. **Resolution and Feedback:**
6. **Admin Management:**

**Testing Environment:**

URL/Location: https://resolvenow-1779.netlify.app/

**Test Cases:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| TC-001 | Give the login credentials | Step-1: you have to enter the details  Step-2: then submit whatever you have loged in | You will see the submitted page | As a result you will get to enter into the complaint registration page | pass |

**Bug Tracking:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Bug ID** | **Bug Description** | **Steps to reproduce** | **Severity** | **Status** | **Additional feedback** |
| BG-001 | If the login page remains | Step 1: make sure the page not crashed  Step 2:then give the issue to the CHATGPT  Step 3:resolve it | Low/Medium/High | Open/In Progress/Closed | If it continues check the link that you have entered to |

**Sign-off:**

Tester Name: K. YASWINI DEVI, V. NISHA

Date: 30.6.2025

Signature: K. YASWINI DEVI, V. NISHA

**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.