

## User Acceptance Testing (UAT) Template

Date	June 2025
Team ID	LTVIP2025TMID57442
Project Name	Learning Online platform
Maximum Marks	

### Project Overview

- Project Name: ResolveNow – Online Complaint Management System
- Project Description: A web-based platform to register, track, and resolve user complaints efficiently with real-time agent interaction and admin monitoring.
- Project Version: v1.0
- Testing Period: 20th June 2025 – 25th June 2025
- Testing Scope:
  - User Registration & Login
  - Complaint Submission & Tracking
  - Admin assignment of complaints
  - Real-time chat between users and agents

### Testing Environment:

- URL/Location: <http://localhost:3000>
- Credentials: user: john@example.com, password: Test@123

### Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	User Registration	1. Open site 2. Click "Register" 3. Fill details 4. Submit	User should receive registration success message	Registration successful	Pass
TC-002	Complaint Submission	1. Login 2. Click "Submit Complaint" 3. Fill details 4. Submit	Complaint should be saved and listed in dashboard	Complaint ID displayed	Pass

TC-	Real-time Chat with	1. Submit complaint2.	Chat should	Chat appears	Pass
003	Agent	Agent responds3. User replies	update live	instantly	
TC-004	Admin Complaint Assignment	1. Admin logs in2. Assigns complaint3. Agent notified	Complaint should appear in agent dashboard	Assigned properly	Pass

#### Bug Tracking:

Bug ID	Bug Description	Steps to Reproduce	Severity	Status	Additional Feedback
BG-001	OTP not sent during login	1. Go to login2. Enter phone3. Wait	Medium	In Progress	Issue happens occasionally
BG-002	Admin dashboard slow	1. Login as admin2. Open complaints page	Low	Open	Improve data load optimization

#### Sign-off:

Tester Name: Poral Siddartha

Date: 25th June 2025

Signature : Siddartha poral

#### 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.