**User Acceptance Testing (UAT) Template**

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| Date | June 2025 |
| Team ID | LTVIP2025TMID58285 |
| Project Name | Service Desk for Customer Complaint Resolution |
| Maximum Marks |  |

**Project Overview**

* **Project Name:** Service Desk for Customer Complaint Resolution
* **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

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| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| TC- 001 | User Registration | 1.Open site  2.Select "Create Account”  3.Fill details  4.Click on "Create Account” | User should receive registration success message | Registration successful | Pass |
| TC- 002 | Complaint  Submission | 1. Login 2. Click "Submit New Issue" 3. Fill details 4. Submit | Complaint should  be saved and listed in dashboard | Complaint ID displayed | Pass |
| TC- 003 | Real-time  Chat with Agent | 1.Submit complaint.  2.Agent responds  3.User replies | Chat should update  live | Chat appears instantly | Pass |

* **Testing Period:** 05th July 2025 – 07th July 2025
* **Testing Scope:**

o User Registration & Login o Complaint Submission & Tracking o Admin assignment of complaints o Real-time chat between users and agents

**Testing Environment:**

* **URL/Location:** [**http://localhost:3000**](http://localhost:3000/)
* **Credentials:**test@example.com, password: test@123 **Test Cases:**

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| --- | --- | --- | --- | --- | --- |
| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| TC- 004 | Admin Complaint Assignment | 1. Admin logs in 2. Assigns complaint 3. Agent notified | Complaint should appear in agent dashboard | Assigned properly | Pass |

**Bug Tracking:**

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| **Bug ID** | **Bug Description** | **Steps to Reproduce** | **Severity** | **Status** | **Additional Feedback** |
| BG-001 | Slow login process | 1. Go to login  2.Wait | Low | In Progress | Sometimes takes long time to respond |

**Sign-off:**

Tester Name: Ch Eswar Adesh

Date: 07th July 2025

Signature : ch eswar adesh

**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.