

Acceptance Testing UAT Execution & Report Submission

Date	24 February 2026
Team ID	LTVIP2026TMIDS90304
Project Name	ONLINE COMPLAINT REGISTRATION AND MANAGEMENT SYSTEM
Maximum Marks	4 Marks

1. Purpose of Document

The purpose of this document is to briefly explain the test coverage and open issues of the **Online Complaint Registration and Management System** project at the time of the release to User Acceptance Testing (UAT). This ensures that all functional flows—from John's initial registration to the final resolution by Agent Sarah—meet the defined business requirements.

2. Defect Analysis

This report shows the number of resolved or closed bugs at each severity level discovered during the development milestones.

Resolution	Severity 1 (Critical)	Severity 2 (High)	Severity 3 (Medium)	Severity 4 (Low)	Subtotal
By Design	10	4	2	3	20
Duplicate	1	0	3	0	4
External	2	3	0	1	6
Fixed	11	2	4	20	37
Not Reproduced	0	0	1	0	1
Skipped	0	0	1	1	2
Won't Fix	0	5	2	1	8
Totals	24	14	13	26	77

3. Test Case Analysis

This report shows the status of test cases categorized by project modules, ensuring full coverage of the MERN stack features.

Section	Total Cases	Not Tested	Fail	Pass
Registration & Auth	7	0	0	7
Customer Dashboard (Web UI)	51	0	0	51
Security (Bcrypt/JWT)	2	0	0	2
API Connectivity (Axios)	3	0	0	3
Real-time Messaging (Socket.io)	9	0	0	9
Database Operations (MongoDB)	4	0	0	4
Version Control (Git/GitHub)	2	0	0	2

4. Technical Summary

- **Client Application:** The frontend built with React.js successfully handles all 51 test scenarios related to UI interaction and real-time dashboard updates.
- **Security:** Testing confirmed that password hashing and access controls for Admins, Agents, and Users are fully operational
- **Real-time Interaction:** The messaging system following the message schema (linking userId and complaintId) passed all exception reporting tests
- **Reliability:** The backend powered by Express.js correctly routes data to the MongoDB collections without reproduction of critical data loss errors