

User Acceptance Testing (UAT) Template

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

Project Overview

- Project Name: Online Complaint Registration and Management System
- Project Description: A centralized platform built on the MERN stack that allows users to securely register complaints, track progress in real-time, and interact with agents via a built-in messaging feature.
- Project Version: 1.0.0
- Testing Period: 16 February 2026 to 21 February 2026 [as per Sprint 3 schedule]
- Testing Scope:
 - User Registration and Authentication
 - Complaint Submission with attachments
 - Real-time status tracking and automated notifications
 - Admin assignment of complaints to agents
 - Agent-Customer messaging interaction
- Testing Environment:
 - URL/Location: <http://localhost:3000>

Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	User Registration & Email Verification	1. Click Sign Up. 2. Fill name, email, password. 3. Check email for verification link.	Account created and verified successfully.	Account verified via automated link.	Pass
TC-002	Complaint Submission	1. Log in as Customer.	System provides confirmation	Complaint ID generated; image	Pass

		2. Fill "Submit Complaint" form. 3. Attach image of defect.	message.	saved.	
TC-003	Admin Assignment Logic	1. Log in as Admin. 2. View unassigned complaints. 3. Assign to Agent Sarah.	Complaint status updates and Agent notified.	Assigned to Agent successfully.	Pass
TC-004	Real-time Chat Interaction	1. Agent sends message. 2. Customer opens Chat Window. 3. Reply to message.	Message appears instantly for both parties.	Chat syncs in sub-second time.	Pass
TC-005	Resolution & Feedback	1. Agent marks "Resolved". 2. Customer views Status. 3. Submit feedback.	Status changes to Resolved; feedback stored.	Status updated; feedback received.	Pass

Bug Tracking:

Bug ID	Bug Description	Steps to reproduce	Severity	Status	Additional feedback
BG-001	Message overlap in chat window	1. Send 10 fast messages. 2. Scroll up quickly.	Low	Closed	Fixed by adjusting CSS overflow in ChatWindow.jsx.
BG-002	Attachment size limit not enforced	1. Upload 50MB video. 2. Click submit	Medium	In Progress	Need to add frontend validation for file size in useComplaintForm.js.

Sign-off

- **Tester Name:** Chandan (Full Stack Developer)
- **Date:** 24 February 2026
- **Signature:** *Chandan*

Notes:

- All tests were performed on a local MERN environment using MongoDB Atlas.
- Tested cross-browser compatibility on Chrome and Firefox to ensure **React/Bootstrap** UI remains consistent.
- Final deployment follows successful UAT on all high-priority user stories.