User Acceptance Testing (UAT) Plan for Stock Trading Platform

Document Information

- **Document Title**: UAT Plan for OneTrade - Stock Trading Features
- **Version**: 1.0
- **Date**: September 10, 2025
- **Prepared By**: Trieu
- **Purpose**: This document provides a comprehensive guide for the UAT team to validate the stock trading functionalities of OneTrade, ensuring alignment with business requirements for customer conversion and satisfaction through integrated CDP, AI, and Gamification elements.
- **Audience**: UAT Testing Team, Business Stakeholders, Development Team

1. Introduction

OneTrade is a demo testing project, using CDP to enhance user engagement in stock trading for unified data management, Artificial Intelligence (AI) for personalized insights, and Gamification mechanics for motivational experiences. Inspired by successful models like Robinhood, the platform offers zero-commission trading, mobile-first interfaces, real-time market data, personalized challenges, reward systems, and social sharing incentives.

UAT is the final testing phase where end-users or representatives validate the system in a production-like environment to confirm it meets specified requirements. This plan focuses on stock trading core features, including user onboarding, trading workflows, gamification interactions, AI-driven recommendations, and satisfaction-enhancing elements.

Key Assumptions

- Testers have basic knowledge of stock trading concepts.
- Test environment mirrors production, with mock market data for safety.
- Integration with external APIs (e.g., stock exchanges) is simulated.

2. Scope

In-Scope

- Core stock trading functionalities: Account creation, buying/selling stocks/ETFs/cryptos, portfolio management.
- Gamification elements: Rewards, challenges, badges, leaderboards, social sharing.
- AI personalization: Recommendations, predictive insights, real-time feedback.
- CDP-driven features: User profile unification, segmentation for targeted experiences.
- Mobile and web interfaces.
- Basic security and compliance checks (e.g., data privacy in rewards).

Out-of-Scope

- Performance testing (e.g., load under high traffic).
- Security penetration testing.
- Integration with real financial institutions (use mocks).
- Non-trading features (e.g., advanced analytics dashboards for admins).

3. Test Objectives

- Verify the platform simplifies stock trading for novices and experts.
- Ensure gamification boosts engagement and satisfaction (e.g., via rewards and challenges).
- Confirm AI and CDP enable personalized, real-time experiences.
- Validate end-to-end workflows for conversion (e.g., from onboarding to first trade).
- Identify any usability issues impacting customer satisfaction.
- Ensure compliance with user-friendly design principles (e.g., intuitive interface, instant feedback).

4. Roles and Responsibilities

- **UAT Lead**: Coordinates testing, assigns cases, reports defects.
- **Testers (Business Users)**: Execute test cases, simulate real-user scenarios (e.g., novice investor, active trader).
- **Product Owner**: Provides requirements clarification, approves test results.
- **Development Team**: Fixes defects, deploys updates to test environment.
- **QA Support**: Assists with environment setup and tool usage.

5. Test Environment

- **Hardware/Software**: Mobile devices (iOS/Android latest versions), Web browsers (Chrome, Safari, Firefox).
- **Data**: Pre-populated mock accounts with virtual funds; simulated market data fluctuating in real-time.
- **Tools**:
    - Defect tracking: Google Sheets.
    - Test management: PyTest for logging.
    - Automation (optional): Selenium for repetitive UI tests.
- **Access**: Testers provided with credentials; Environment URL: https://onetrade-example.leocdp.com/ (mock).
- **Setup**: Ensure CDP feeds mock data; AI models trained on sample datasets; Gamification engine active.

6. Entry and Exit Criteria

Entry Criteria

- System Integration Testing (SIT) completed with 95% pass rate.
- Test environment stable and data seeded.
- All test cases reviewed and approved.
- Testers trained on platform features.

Exit Criteria

- 100% of critical test cases passed.
- No open high-severity defects.
- Overall pass rate > 90%.
- Business sign-off on satisfaction metrics (e.g., via post-test surveys).
- Documentation of any known issues with workarounds.

7. Test Schedule

- **Preparation**: September 11-13, 2025 (Review plan, setup environment).
- **Execution**: September 14-20, 2025 (Run test cycles; Daily stand-ups at 10 AM).
- **Defect Resolution**: Ongoing; Retest within 24 hours of fix.
- **Reporting**: September 21, 2025 (Final report).
- **Total Duration**: 10 days.

8. Test Scenarios and Cases

Test cases are categorized by feature areas. Each includes: ID, Description, Steps, Expected Result, Priority (High/Medium/Low), and Pass/Fail criteria. Use a mix of positive/negative scenarios. Testers should capture screenshots/videos for failures.

8.1 User Onboarding and Account Management

Test ID	Description	Steps	Expected Result	Priority
UAT-ONB-01	New user registration	1. Open app/web. 2. Click "Sign Up". 3. Enter details (email, password). 4. Verify via OTP.	Account created; Welcome screen with personalized challenge (e.g., "Complete profile for bonus").	High
UAT-ONB-02	Profile unification via CDP	1. Log in with existing social account. 2. Import data from linked sources.	Unified profile shows aggregated data; AI suggests initial recommendations.	Medium
UAT-ONB-03	Negative: Invalid credentials	1. Enter wrong email/password.	Error message; No access granted.	High

8.2 Stock Trading Workflows

Test ID	Description	Steps	Expected Result	Priority
UAT-TRD-01	Buy stock with zero commissions	1. Search for stock (e.g., AAPL). 2. View real-time data. 3. Enter amount. 4. Confirm buy.	Trade executed instantly; Portfolio updated; No fees deducted.	High
UAT-TRD-02	Sell stock with instant feedback	1. Navigate to portfolio. 2. Select stock. 3. Sell partial/full.	Real-time notification of profit/loss; Gamification reward if milestone (e.g., first sale badge).	High
UAT-TRD-03	Portfolio diversification check	1. Add multiple assets. 2. View dashboard.	AI provides insights (e.g., "Diversify more"); Gamified challenge unlocks reward.	Medium
UAT-TRD-04	Negative: Insufficient funds	1. Attempt buy exceeding balance.	Error alert; Suggestion to deposit funds via gamified prompt.	High

8.3 Gamification Elements

Test ID	Description	Steps	Expected Result	Priority
UAT-GAM-01	Personalized challenges	1. Log in as novice. 2. Accept challenge (e.g., "Buy first stock"). 3. Complete action.	Reward granted (e.g., free stock slice); Progress bar updates.	High
UAT-GAM-02	Reward system for achievements	1. Complete educational module. 2. Achieve saving goal.	Badge/notification; Increased loyalty points; Sense of accomplishment.	Medium
UAT-GAM-03	Social sharing incentives	1. Share milestone on social media. 2. Refer friend.	Bonus credits; Community leaderboard updates.	Medium
UAT-GAM-04	Negative: Challenge expiration	1. Ignore time-bound challenge.	Notification of expiry; No penalty, but missed reward.	Low

8.4 AI and Personalization

Test ID	Description	Steps	Expected Result	Priority
UAT-AI-01	AI recommendations	1. Browse stocks. 2. View suggestions.	Personalized list based on behavior (e.g., "Similar to your past trades"); Improves conversion.	High
UAT-AI-02	Real-time market insights	1. Enable notifications. 2. Simulate market change.	Instant alert with AI analysis; Enhances satisfaction.	Medium
UAT-AI-03	Predictive churn prevention	1. Simulate inactive user. 2. Trigger AI intervention.	Gamified re-engagement (e.g., "Come back for a bonus challenge").	Medium
UAT-AI-04	Negative: Irrelevant suggestions	1. Provide feedback on bad rec.	System logs for improvement; No immediate change in UAT.	Low

8.5 User Interface and Satisfaction

Test ID	Description	Steps	Expected Result	Priority
UAT-UI-01	Mobile-first intuitive design	1. Navigate app on mobile. 2. Perform trade.	Clean interface; Color-coded cues; Easy feedback.	High
UAT-UI-02	Educational resources engagement	1. Access tutorials. 2. Complete quiz.	Gamified rewards; Increased knowledge/satisfaction.	Medium
UAT-UI-03	Community features	1. Join leaderboard. 2. Interact with shared posts.	Sense of belonging; Boosted engagement.	Medium
UAT-UI-04	Usability survey	1. After session, rate satisfaction.	NPS > 8; Feedback on enjoyment.	High

9. Defect Management

- **Severity Levels**: Critical (blocks functionality), High (major impact), Medium (workaround available), Low (cosmetic).
- **Process**: Log in tool with steps to reproduce, screenshots. Assign to dev; Retest after fix.
- **Reporting**: Daily status emails; Final report with metrics (e.g., defects by category).

10. Risks and Mitigations

- **Risk**: Market data simulation inaccuracies. **Mitigation**: Use reliable mock APIs.
- **Risk**: Tester bias. **Mitigation**: Diverse tester group (novices/experts).
- **Risk**: Environment downtime. **Mitigation**: Backup setup; Quick dev response.
- **Risk**: Data privacy leaks. **Mitigation**: Use anonymized data; Compliance checks.

11. Appendices

- **Glossary**: CDP (Customer Data Platform), AI (Artificial Intelligence), ETF (Exchange-Traded Fund).
- **References**: Product Requirements Document, Robinhood Case Study.
- **Approval Signatures**: [Space for UAT Lead, Product Owner]

This UAT plan ensures thorough validation of OneTrade's stock trading features, focusing on conversion and satisfaction. For questions, contact the Product Owner.

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