✅ User Acceptance Testing (UAT) Template

📅 **Date:** 28 June 2025
🆔 **Team ID:** LTVIP2025TMID49956
📌 **Project Name:** *Resolve Now: your platform for online complaints*
🎯 **Maximum Marks:** *(Not specified)*

📝 Project Overview

Resolve Now is a citizen-centric digital platform that allows users to **submit public complaints online**, such as issues related to electricity, water supply, sanitation, and civic services. The system uses **machine learning** to categorize and prioritize complaints, automatically routes them to the correct department, and offers **real-time tracking** and transparency for users and administrators.

Key Features:

- Online complaint registration

- Auto-categorization using ML

- Real-time complaint tracking

- Admin dashboard for complaint management

- SMS/Email notifications to users

✅ UAT Objectives

- To validate that the platform meets **user expectations**

- To ensure **functionality, usability, and responsiveness**

- To collect feedback from **real end-users or stakeholders**

- To verify if the system is ready for **production deployment**

📋 UAT Test Cases Table

Test Case ID	Feature	Test Scenario	Expected Result	Actual Result	Pass/Fail	Remarks
UAT_TC_01	User Registration	Register with valid email and phone number	Account created, redirect to login	As expected	Pass	
UAT_TC_02	Login	Login with correct credentials	Dashboard loads successfully	As expected	Pass	
UAT_TC_03	Complaint Submission	Submit complaint with complete details	Confirmation message and complaint ID shown	As expected	Pass	
UAT_TC_04	Complaint Categorization	Enter a complaint about water leakage	Automatically categorized under Water Supply	As expected	Pass	ML working correctly
UAT_TC_05	Admin Dashboard	Admin views and filters pending complaints	List of filtered complaints displayed	As expected	Pass	Responsive UI
UAT_TC_06	Notification System	User receives complaint confirmation via email	Email notification received	As expected	Pass	Mail server functional
UAT_TC_07	Mobile Responsiveness	Access site on mobile device	Proper UI rendering on all screen sizes	Minor misalignment	Partial Pass	Needs CSS fix

📈 User Feedback Summary

Aspect	Rating (1-5)	Comments
Overall Experience	4.5	Very intuitive and easy to use
Speed/Performance	4.8	Loads quickly, low wait time
Complaint Accuracy	5.0	Categories matched expectations
Design & UI	4.2	Clean design, but some mobile glitches
Suggestions	-	Add complaint history filter

✅ Sign-Off Section

Reviewed By	Role	Signature	Date
[Name]	End User		
[Name]	QA Engineer		
[Name]	Project Manager		

🏁 Conclusion

All major functionalities of the *Resolve Now* platform have passed user acceptance testing. Minor UI issues identified are non-critical and can be fixed post-deployment. The system is **approved for production rollout** based on user feedback and test outcomes.