

eBuildify Platform - User Acceptance Testing Report

DCIT 208 Course Project

Team: BuildTech Solutions

Client: Sol Little By Little Enterprises

UAT Period: August 15-19, 2025

Report Date: August 20, 2025

Executive Summary

This User Acceptance Testing report presents the comprehensive evaluation of the eBuildify platform conducted with Sol Little By Little Enterprises. The UAT process validated the system's readiness for deployment by testing core functionalities against agreed-upon requirements and gathering qualitative feedback on user experience.

Key Findings:

- 18 out of 20 critical test cases passed successfully
- 2 minor issues identified and documented for resolution
- Client expressed high satisfaction with core functionality
- System demonstrates readiness for production deployment with minor conditions

1. UAT Planning & Preparation

1.1 UAT Environment Setup

Environment Details:

- **URL:** v0-ui-ux-design-project-git-main-enoch-amarts-projects.vercel.app
- **Browser Testing:** Chrome 116+, Safari 16+, Firefox 117+
- **Device Testing:** Desktop, Tablet (iPad), Mobile (Android/iOS)
- **Network Conditions:** 3G, 4G, WiFi simulation
- **Data Environment:** Production-mirrored test data with anonymized customer information
- **Performance Baseline:** ❤️ second page loads, 99.5% uptime target

Pre-UAT Validation Checklist:

- ☒ All Sprint 3 deliverables completed and documented
- ☒ Internal testing phase completed with 85% test coverage
- ☒ Staging environment mirrors production specifications
- ☒ Test data prepared for realistic scenarios reflecting Ghana market conditions
- ☒ Payment gateway sandbox environments configured and validated
- ☒ SMS/Email notification services operational in test mode
- ☒ Database backup and rollback procedures verified

-  Security vulnerability scans completed with no critical issues

1.2 UAT Test Plan Methodology

Testing Framework: Combined manual and automated testing approach following 2025 UAT best practices, emphasizing real-world scenarios and comprehensive business process validation.

Test Strategy Components:

1. **End-to-End Business Workflows:** Testing complete business processes from customer registration through order fulfillment
2. **Real-World Usage Patterns:** Test scenarios crafted to mirror realistic usage patterns ensuring comprehensive coverage
3. **Risk-Based Prioritization:** Critical test cases prioritized to ensure meaningful testing within available time constraints
4. **User-Centric Validation:** Testing conducted exclusively by end-users who understand software requirements and use cases

Test Categories:

1. **User Registration & Authentication** (4 test cases)
2. **Product Catalog & Search** (5 test cases)
3. **Order Management & Checkout** (6 test cases)
4. **Payment Processing** (3 test cases)
5. **Contractor-Specific Features** (2 test cases)

Test Participants:

- **Primary:** Mr. Charles Ocran (Sol Little By Little Enterprises - Owner)
- **Secondary:** Sarah Mensah (Operations Manager)
- **Technical Observer:** Enoch Amart (BuildTech Solutions - Lead Developer)
- **QA Facilitator:** UAT coordinator ensuring systematic execution

2. UAT Execution & Results


2.1 Test Case Results Summary

Test Category	Total Cases	Passed	Failed	Pass Rate
User Registration & Authentication	4	4	0	100%
Product Catalog & Search	5	5	0	100%
Order Management & Checkout	6	5	1	83%
Payment Processing	3	2	1	67%
Contractor Features	2	2	0	100%
TOTAL	20	18	2	90%


2.2 Detailed Test Case Results

User Registration & Authentication


UAT-001: Customer Registration with Ghana Card

- **Status:**  PASSED
- **Client Feedback:** "The Ghana Card integration works smoothly. This will build trust with our customers."
- **Execution Notes:** Registration completed successfully with sample Ghana Card data. Email verification sent immediately.


UAT-002: Contractor Account Creation

- **Status:**  PASSED
- **Client Feedback:** "Business verification process is clear and professional."
- **Execution Notes:** B2B registration flow differentiates appropriately from individual customers.

UAT-003: User Authentication & Session Management


- **Status:**  PASSED
- **Client Feedback:** "Login is fast and remembers user preferences."
- **Execution Notes:** Session persistence works across browser tabs and device switches.

UAT-004: Role-Based Access Control


- **Status:**  PASSED
- **Client Feedback:** "Admin dashboard access is properly restricted."
- **Execution Notes:** Different user roles see appropriate interface elements only.

Product Catalog & Search


UAT-005: Product Browsing with Filters

- **Status:**  PASSED
- **Client Feedback:** "The filtering works exactly like Jumia - our customers will understand this immediately."
- **Execution Notes:** Multi-filter combinations work smoothly. Filter state persists during navigation.


UAT-006: Product Search Functionality

- **Status:**  PASSED
- **Client Feedback:** "Search finds products even with partial names or brands."
- **Execution Notes:** Auto-suggestions appear within 200ms. Search handles Ghanaian product names well.


UAT-007: Mobile Product Browsing

- **Status:**  PASSED
- **Client Feedback:** "Very smooth on mobile. The images load quickly even on slower networks."
- **Execution Notes:** Touch gestures work intuitively. Image optimization evident in 3G simulation.

UAT-008: Product Comparison Feature


- **Status:**  PASSED
- **Client Feedback:** "Customers can easily compare cement brands - this will reduce calls asking about differences."
- **Execution Notes:** Side-by-side comparison displays key specifications clearly.

UAT-009: Bulk Discount Display


- **Status:**  PASSED
- **Client Feedback:** "The automatic discount calculation is exactly what we need for contractors."
- **Execution Notes:** 1.5% discount applied correctly when cart reaches 100 units of eligible products.

Order Management & Checkout


UAT-010: Shopping Cart Management

- **Status:**  PASSED
- **Client Feedback:** "Cart saves items even when network disconnects - very important for our rural customers."
- **Execution Notes:** Offline cart persistence works as specified. Items sync when connection restored.


UAT-011: Delivery Cost Calculation

- **Status:**  PASSED
- **Client Feedback:** "Real-time delivery pricing transparency will reduce customer complaints significantly."
- **Execution Notes:** Distance-based pricing calculates accurately for various Accra locations.


UAT-012: Order Placement Workflow

- **Status:**  PASSED
- **Client Feedback:** "The checkout flow is intuitive - customers won't get lost."
- **Execution Notes:** Multi-step checkout with progress indicator works smoothly.


UAT-013: Project Tagging (Contractors)

- **Status:**  PASSED
- **Client Feedback:** "Contractors can organize their orders by project - this addresses a major pain point."
- **Execution Notes:** Project tags applied correctly and appear in order history.

UAT-014: Order History & Reordering


- **Status:**  PASSED
- **Client Feedback:** "One-click reordering will save customers significant time."
- **Execution Notes:** Previous orders recreate cart contents accurately with current pricing.

UAT-015: Pickup Person Assignment


- **Status:**  FAILED - Minor Issue
- **Issue:** SMS notification to assigned pickup person not sending consistently
- **Client Impact:** Low - functionality works but notification reliability needs improvement
- **Client Feedback:** "The assignment works but we need reliable SMS notifications for security."

Payment Processing


UAT-016: Mobile Money Integration (MTN MoMo)

- **Status:**  PASSED
- **Client Feedback:** "MTN MoMo integration is smooth - this covers 60% of our customer payment preferences."
- **Execution Notes:** Payment flow redirects correctly to MTN interface and processes callbacks.

UAT-017: Credit Terms Request (B2B)


- **Status:**  PASSED
- **Client Feedback:** "Credit application process captures all information we need for approval decisions."
- **Execution Notes:** Credit request form validates required business documents properly.

UAT-018: Payment Method Selection


- **Status:**  FAILED - Minor Issue
- **Issue:** Vodafone Cash option not displaying consistently across all browsers
- **Client Impact:** Medium - limits payment options for some customers
- **Client Feedback:** "We need all mobile money options working reliably for customer satisfaction."

Contractor-Specific Features

UAT-019: Contractor Dashboard

- **Status:**  PASSED
- **Client Feedback:** "Dashboard gives contractors exactly what they need - order tracking, credit status, project organization."
- **Execution Notes:** Dashboard loads quickly with relevant information prioritized appropriately.

UAT-020: Consultancy Service Booking

- **Status:**  PASSED
- **Client Feedback:** "This integration of services with materials ordering is unique - adds significant value."
- **Execution Notes:** Service booking flow integrates seamlessly with material orders.

2.3 Additional Exploratory Testing

Beyond scripted test cases, the client explored additional workflows:

Positive Observations:

- System performance remained stable under various usage patterns

- Error messages are clear and actionable in local context
- Mobile responsiveness exceeds expectations
- Data persistence works reliably across sessions

Areas for Enhancement (Future Phases):

- Bulk import functionality for large contractor orders
- Advanced reporting for business analytics
- Integration with accounting software
- Multi-language support for broader market reach

3. Issue Log & Resolution Status

3.1 Critical Issues

None identified - All core business functionalities working as specified.

3.2 High Priority Issues

None identified - No issues blocking production deployment.

3.3 Medium Priority Issues

ISSUE-001: Pickup Person SMS Notification Inconsistency

- **Severity:** Medium
- **Category:** Notification System
- **Root Cause:** SMS gateway timeout handling needs improvement
- **Reproduction Steps:**
 - i. Place order and assign pickup person
 - ii. Submit order with pickup person details
 - iii. SMS may not send in ~20% of cases
- **Business Impact:** Reduces security and communication reliability
- **Resolution Status:** Deferred to post-launch patch
- **Workaround:** Manual SMS notification via admin dashboard

ISSUE-002: Vodafone Cash Display Inconsistency

- **Severity:** Medium
- **Category:** Payment Processing
- **Root Cause:** Browser-specific CSS rendering issue
- **Reproduction Steps:**
 - i. Open checkout page in Safari or older Chrome versions
 - ii. Payment options may not display uniformly
- **Business Impact:** Limits payment method accessibility for some users
- **Resolution Status:** Fix scheduled for Week 1 post-launch
- **Workaround:** Primary browser support maintained (Chrome, Firefox current versions)

3.4 Low Priority Issues

None identified during UAT period.

4. Client Feedback Analysis

4.1 Functional Satisfaction Assessment

Overall System Rating: 4.7/5.0

Category Breakdown:

- **Ease of Use:** 5.0/5.0 - "Intuitive interface that matches customer expectations"
- **Performance:** 4.5/5.0 - "Fast loading even on mobile networks"
- **Feature Completeness:** 4.8/5.0 - "Covers all essential business requirements"
- **Business Value:** 5.0/5.0 - "Will significantly improve customer experience and operational efficiency"

4.2 Key Client Testimonials

Mr. Charles Ocran (Owner):

"This platform transforms how we serve customers. The Ghana Card verification builds trust, mobile money integration matches customer preferences, and the contractor features address pain points we've struggled with for years. I'm confident this will increase sales and reduce operational headaches. The system positioning aligns perfectly with Ghana's growing construction sector needs."

Sarah Mensah (Operations Manager):

"The admin dashboard gives us control we never had before. Real-time inventory, order tracking, and

credit management in one place will save hours of manual work daily. The distance-based delivery pricing eliminates pricing disputes with customers. This brings us in line with modern construction materials platforms globally while addressing local Ghana market needs."

4.3 Usability Observations

Strengths Identified:

- Mobile-first design aligns with customer usage patterns (85% mobile usage)
- Ghana-specific features (Ghana Card, Mobile Money) enhance local relevance
- Bulk discount automation reduces manual calculation errors
- Project tagging addresses unique contractor workflow needs

User Experience Highlights:

- Checkout completion rate during testing: 95%
- Average task completion time 40% faster than current manual process
- Zero navigation errors during guided testing
- Positive emotional response to interface familiarity

4.4 Business Impact Projections

Based on UAT feedback, the client projects:

- **30% increase in sales** through improved customer accessibility
- **50% reduction in order errors** via automated processing
- **40% decrease in order fulfillment time** through streamlined workflows
- **Enhanced customer trust** through Ghana Card verification and transparent pricing

5. Sign-Off & Acceptance Criteria

5.1 Client Acceptance Statement

Date: August 19, 2025

Client Representative: Mr. Charles Ocran, Owner, Sol Little By Little Enterprises

"After comprehensive testing of the eBuildify platform, Sol Little By Little Enterprises accepts the system as delivered for production deployment. The platform meets all critical business requirements

and demonstrates significant improvements over our current manual processes.

The two identified minor issues (SMS notification consistency and payment display) do not prevent business operations and are acceptable for post-launch resolution as outlined in the issue log.





We authorize BuildTech Solutions to proceed with production deployment and appreciate the professional execution of this project."

Electronic Signature: Charles.Ocran@sollittlebylittle.com

Timestamp: August 19, 2025, 16:30 GMT

5.2 Outstanding Conditions

Pre-Production Requirements (Completed):

-  SSL certificate installation for secure transactions
-  Payment gateway production credentials configuration
-  Google Maps API production key activation
-  SMS gateway production account setup

Post-Launch Commitment:

- Fix SMS notification consistency within 2 weeks of launch
- Resolve Vodafone Cash display issue within 1 week of launch
- Provide 30-day post-launch monitoring and support
- Deliver user training materials for staff onboarding

5.3 Success Criteria Verification

All defined success criteria have been met:

- **Functional Requirements:** 90% test pass rate (target: 85%)
- **Performance Requirements:** Sub-3 second load times achieved
- **Security Requirements:** PCI-DSS compliance verified
- **Usability Requirements:** Mobile-first responsive design validated
- **Integration Requirements:** Payment gateways and external APIs functional

6. Recommendations & Next Steps

6.1 Immediate Actions (Week 1 Post-Launch)

1. **Monitor system performance** during initial customer load
2. **Address Vodafone Cash display issue** with browser compatibility patches
3. **Implement enhanced SMS notification reliability** improvements
4. **Conduct staff training sessions** for operations team

6.2 Short-term Enhancements (Month 1)

1. **Advanced analytics dashboard** for business intelligence
2. **Customer feedback collection system** for continuous improvement
3. **Performance optimization** based on real-world usage patterns
4. **Mobile app consideration** for enhanced user experience

6.3 Long-term Strategic Opportunities (Months 2-6)

1. **Market expansion features** for regional growth
2. **Advanced contractor tools** for larger construction projects
3. **Supply chain integrations** with manufacturer systems
4. **AI-powered recommendations** for personalized customer experience

Conclusion

The eBuildify platform has successfully completed User Acceptance Testing with exceptional results. With a 90% test pass rate and enthusiastic client acceptance, the system demonstrates readiness for production deployment. The two identified minor issues do not impact core business functionality and have clear resolution paths.

The platform achieves its primary objectives of:

- Streamlining Ghana's construction materials ordering process
- Providing transparent pricing and reliable delivery logistics
- Supporting both individual customers and professional contractors
- Integrating local business practices with modern technology

Sol Little By Little Enterprises is positioned to become Ghana's leading digital construction materials supplier through this innovative platform.

Final UAT Status:  ACCEPTED WITH CONDITIONS

Production Deployment Authorization:  APPROVED

Next Phase: Production launch with 30-day monitoring period

7. References

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