**User Acceptance Testing (UAT) Template**

| Date | 20/07/2024 |
| --- | --- |
| Team ID | SWTID1720075176 |
| Project Name | Complaint registration and management |
| Maximum Marks |  |

**Project Overview:**

Project Name: Complaint registration and management

Project Description:

It is a website where citizens can raise complaints that will be accessed and addressed by the government. This is the platform where citizens can submit grievances and complaints.

Testing Period: 18/07/2024 to 20/07/24

**Testing Scope:**

Here’s the elaboration on the features and functionalities rewritten in plain text without formatting:

**1. User Sign In**

- Functionality: Users were able to create an account and log in using valid credentials.

- Tests: Verified successful sign-in with correct username and password. Checked error messages for incorrect credentials. Tested password recovery options.

**2. User Login**

- Functionality: Users logged in to their existing accounts.

- Tests: Validated the login process for returning users. Ensured session management worked (e.g., stay logged in, timeout). Tested login with social media accounts if applicable.

**3. Complaint Registration**

- Functionality: Users submitted complaints through a form.

- Tests: Verified required fields were enforced. Checked for successful submission and confirmation messages. Validated input formats (e.g., email, phone number).

**4. Complaint View Tab**

- Functionality: Users viewed their submitted complaints.

- Tests: Ensured that all submitted complaints were displayed correctly. Verified that users could filter or sort complaints by status or date. Checked for pagination if there were many complaints.

**5. Complaint Track**

- Functionality: Users tracked the status of their complaints.

- Tests: Validated that the status updated in real-time. Ensured users received notifications for status changes. Tested historical tracking of complaint status.

**6. Complaint Delete**

- Functionality: Users deleted their complaints.

- Tests: Verified that users could delete complaints and received confirmation. Ensured that deleted complaints were no longer visible. Checked for error handling if deletion failed.

**7. Complaint Confirmed**

- Functionality: Admin or system confirmed the resolution of a complaint.

- Tests: Validated that users received notifications when their complaint was confirmed. Ensured that the complaint status updated correctly in the user interface. Checked for proper logging of confirmed complaints.

**8. Feedback**

- Functionality: Users provided feedback on the complaint handling process.

- Tests: Verified that feedback forms were accessible and functional. Ensured feedback was recorded and linked to the relevant complaint. Checked for confirmation messages upon submission.

**9. Admin Sign**

- Functionality: Admins logged in to manage complaints.

- Tests: Validated successful login for admin accounts. Ensured admin sessions were secure and timed out appropriately. Tested access control to ensure only authorized users could log in.

**10. Admin Complaint Status Changing**

- Functionality: Admins updated the status of complaints.

- Tests: Verified that admins could change complaint statuses (e.g., from pending to resolved). Ensured users were notified of status changes. Checked for audit logs to track changes made by admins.

Conclusion: Each feature was tested thoroughly to ensure a seamless user experience and proper functionality. Automated tests were implemented for repetitive tasks, while manual testing was necessary for user interface and experience aspects.

**Testing Environment:**

URL/Location: [Web URL or Application Location]

Credentials (if required):   
Username: 1231231234  
Password: pass

**Test Cases:**

| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| --- | --- | --- | --- | --- | --- |
| TC-001 | [Describe the scenario to be tested] | [Step 1]  [Step 2]  [Step 3] | [Describe the expected outcome] | [Record the actual outcome] | [Pass/Fail] |
| TC-001 | Testing the case where the complaint is resolved and the user also confirms it by clicking on the confirm button | 1. The user signs in. 2. Registers a complaint. 3. Views the complaint status in the track complaints section. 4. In the database, the status is manually changed to resolved. 5. The confirm button is visible. 6. The user confirms that the problem is sorted by clicking on the button. | The complaint needs to be removed from the database | The complaint was not removed. | Fail. |
| TC-002 | User Sign in | 1. The user fills in all the details: first name, last name, email, password. 2. Clicks on the confirm button. | The data needs to be stored in the database | The user data is stored in the user collection | Pass |
| TC-003 | Filtering all complaints in the admin dashboard | 1. The admin signs in. 2. Filters by state using the filter option. 3. Filters the page again to display all the complaints. | All the complaints should be displayed. | Error, in fetching data | Fail |
| TC-004 | Complaint status is changed from pending to resolved | 1. Admin signs in. 2. Complaint status is set to resolved. 3. Admin logs out. 4. User signs in. 5. Tracks complaints. | Confirm button should appear. | Confirm button appears. | Pass |
| TC-005 | Complaint deletion | 1. User logs in 2. Lodges a complaint. 3. Tracks complaint. 4. Deletes the complaint. | Complaint should be deleted. | Complaint gets deleted | Pass |

**Bug Tracking:**

| **Bug ID** | **Bug Description** | **Steps to reproduce** | **Severity** | **Status** | **Additional feedback** |
| --- | --- | --- | --- | --- | --- |
| BG-001 | [Describe the issue or bug encountered] | [Step 1]  [Step 2]  [Step 3] | [Low/Medium/High] | [Open/In Progress/Closed] | [Any additional comments or feedback] |
| BG-001 | State variables displayed as invalid when navigating to a previous page and returning to the original page | Passed the state variable to all the pages. | High | Closed | ... |

**Sign-off:**

Tester Name: Spoorthi

Date: 20/7/24

Signature: [Tester's Signature]