**User Acceptance Testing (UAT) Template**

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| Date | 20-07-2024 |
| Team ID | SWTID1720177025 |
| Project Name | Online complaint registration and management system |
| Maximum Marks |  |

**Prepared by: Sharan.k**

**Project Overview:**

Project Name: **Online Complaint Registration And Management System**

Project Description:   
The Online Complaint Registration and Management System is a user-friendly software solution designed to streamline the process of submitting, tracking, and resolving complaints or issues encountered by individuals or organizations. It provides a centralized platform for efficient complaint management, allowing users to securely register complaints, track their progress in real-time, and interact with assigned agents for issue resolution. With features such as automatic notifications, intelligent complaint routing, and robust security measures, this system ensures timely and effective handling of complaints while prioritizing user Details.

Project Version: 1

Testing Period: 17-07-2024 to 20-07-2024

**Testing Scope:**

* Register is to be tested.
* Login page is to be tested.
* Submit a page is to be tested.

**Testing Environment:**

1. Register Page:



**Test Cases:**

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| --- | --- | --- | --- | --- | --- |
| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| TC-001 | Verify page load | 1. Open the registration URL  2. Check if the page loads completely | The registration page should load completely without errors | The page loaded completely without errors | Pass |
| TC-002 | Verify page load by get started | 1. Open the home page,click get started  2. Check if the page loads completely | The registration page should load completely without errors | The page loaded completely without errors | Pass |
| TC-003 | Verify mandatory fields | 1. Attempt to submit the form without filling any fields | Error messages should appear for all mandatory fields | Error messages are appeared to fill all mandatory fields | Pass |
| TC-004 | Valid email address | 1. Enter a valid email address in the "Email Address" field  2. Submit the form | The form should be submitted successfully | The form is submitted successfully | Pass |
| TC-005 | Invalid email address  (structure) | 1. Enter an invalid email address (e.g., missing '@', domain) in the "Email Address" field  2. Submit | An error message should appear indicating an invalid email address | An error message is appeared indicating an invalid email address | Pass |
| TC-005 | Valid phone number | 1. Enter a valid phone number in the "Phone Number" field  2. Submit the form | The form should be submitted successfully | The form is submitted successfully | Pass |
| TC-006 | Invalid phone number | 1. Enter an invalid phone number (e.g., letters, fewer digits) in the "Phone Number" field  2. Submit | Characters cannot be entered unless it is numbers | Only Numbers can be entered | Pass |
| TC-007 | Valid Password | 1. Enter the password<br>2. Check if the entered password is correct to the entered email address | The login page should be redirected to the next page after registered email and password are correct | The login is redirected to next page | Pass |
| TC-008 | Incorrect Password | 1. Enter the password<br>2. Check if the entered password is correct to the entered email address | An error message should appear indicating an incorrect password | An error message appeared indicating incorrect password | Pass |
| TC-009 | Register successfully | 1. Fill in all fields with valid data  2. Submit the form | Registration should be successful, and user should be redirected to another page | The Registration is successful and user is redirected to another page | Pass |

1. Login Page

URL/Location: <Route path='/login' element={<Login/>}/>

Test Cases:

**Login Page**

| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| --- | --- | --- | --- | --- | --- |
| TC-001 | Verify page load | 1. Open the login URL | The login page should load completely without errors | The login page loads completely without errors | Pass |
| TC-002 | Registered email address | 1. Enter the email address<br>2. Check if the entered email is registered | The login page should be redirected to the next page after registered email and password are correct | The entered email address is registered | Pass |
| TC-003 | Incorrect email address | 1. Enter the email address<br>2. Check if the entered email is registered | An error message should appear indicating an incorrect email address | An error message appeared indicating incorrect email address | Pass |
| TC-004 | Valid Password | 1. Enter the password<br>2. Check if the entered password is correct to the entered email address | The login page should be redirected to the next page after registered email and password are correct | The login is redirected to next page | Pass |
| TC-005 | Incorrect Password | 1. Enter the password<br>2. Check if the entered password is correct to the entered email address | An error message should appear indicating an incorrect password | An error message appeared indicating incorrect password | Pass |

1. **Complaint Form**

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Complaint Form Page

| Test Case ID | Test Scenario | Test Steps | Expected Result | Actual Result | Pass/Fail |
| --- | --- | --- | --- | --- | --- |
| TC-006 | Verify page load | 1. Open the "Submit Complaint" URL | The page should load completely without errors | The page loads completely without errors | Pass |
| TC-007 | Verify mandatory fields | 1. Attempt to submit the form without filling any fields | Error messages should appear for all mandatory fields | Error messages appeared for all mandatory fields | Pass |
| TC-008 | Register successfully | 1. Fill in all fields with valid data<br>2. Submit the form | Registration should be successful, and user should be redirected to another page | The registration is successful, and user is redirected to another page | Pass |
| TC-009 | Valid complaint details | 1. Fill in the complaint details with valid data<br>2. Submit the form | The complaint should be submitted successfully and user should see a success message | The complaint is submitted successfully and user sees a success message | Pass |
| TC-010 | Invalid complaint details | 1. Fill in the complaint details with invalid data<br>2. Submit the form | Error messages should appear for invalid fields | Error messages appeared for invalid fields | Pass |
| TC-011 | Verify complaint type selection | 1. Select a complaint type<br>2. Submit the form | The form should be submitted successfully for the selected complaint type | The form is submitted successfully for the selected complaint type | Pass |
| TC-012 | Verify urgency level selection | 1. Select an urgency level<br>2. Submit the form | The form should be submitted successfully with the selected urgency level | The form is submitted successfully with the selected urgency level | Pass |
| TC-013 | Verify complaint tracking | 1. Submit a complaint<br>2. Check the status of the complaint | The status of the complaint should be tracked and displayed correctly | The status of the complaint is tracked and displayed correctly | Pass |
| TC-014 | Verify user-agent interaction | 1. Submit a complaint<br>2. Interact with the agent assigned to the complaint | The user should be able to interact with the agent assigned to their complaint | The user is able to interact with the agent assigned to their complaint | Pass |
| TC-015 | Verify notifications | 1. Submit a complaint<br>2. Check if notifications are received for updates | The user should receive notifications for updates on their complaint | The user receives notifications for updates on their complaint | Pass |

**Sign-off:**

Tester Name: Sharan.k

Date: 20-07-2024

Signature: Sharan.k