**User Acceptance Testing (UAT) Template**

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| --- | --- |
| Date | 26-05-2025 |
| Team ID | LTVIP2025TMID54893 |
| Project Name | Online Complaint Management |
| Maximum Marks |  |

**Project Overview:**

Project Name: Online Complaint Management

A web-based system that allows users to lodge, track, and resolve complaints efficiently. Key features include user registration, complaint submission, real-time status tracking, admin and resolver dashboards, automated notifications, and audit logging.

Project Version:v1.0.0

Testing Period: 2025-06-21 to 2025-06-28

**Testing Scope:**

#### **User registration and login**

#### **Complaint submission and category selection**

#### **Real-time complaint status tracking**

#### **Admin dashboard for complaint monitoring and assignment**

#### **Automated email/SMS notifications**

#### **Audit logs and escalation tracking**

#### **Role-based access control for admin and resolvers**

#### **Search and filter complaints**

#### **Requirements to be Tested:**

* As a user, I want to submit complaints with relevant details and receive timely updates.
* As an admin, I want to monitor complaint statuses and assign resolvers.
* As a resolver, I want to update complaint statuses and close resolved issues.
* As a user, I want secure login and access to my complaint history.

**Testing Environment:**

### **Testing Environment**

**URL:** [**https://complaints.example.com**](https://complaints.example.com)

**Credentials:**

* **User: test.user@example.com / user123**
* **Admin: admin@example.com / admin123**
* **Resolver: resolver@example.com / resolver123**

**Test Cases:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| TC-001 | User Registration | 1. Visit site 2. Click "Sign Up" 3. Submit form | Account created, redirected to dashboard | Account created, redirected to dashboard | [Pass/Fail] |
| TC-002 | |  | | --- | |  |  |  | | --- | | Submit  Complaint | | 1. Login 2. Fill form 3. Submit | Complaint submitted and listed in dashboard | Account created, redirected to dashboard | [Pass/Fail] |
| TC-003 | Track Complaint | |  | | --- | | 1. Login 2. View dashboard |  |  | | --- | |  | | Complaint status visible and updated | Appointmeet will br booked | [Pass/Fail] |

**Bug Tracking:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Bug ID** | **Bug Description** | **Steps to reproduce** | **Severity** | **Status** | **Additional feedback** |
| BG-001 | |  | | --- | |  |  |  | | --- | | Notification delay | | Submit complaint, update status | Medium | Open | Delay in email delivery |
| ... | ... | ... | ... | ... | ... |

**Sign-off:**

Tester Name: Lanka Durga prasad

**Tester Name**: Chitrada **B**hargavi

Date: 26-06-2025

Signature:Lanka Durga prasad

**Notes:**

* Test across **multiple devices and browsers**.
* Cover **positive and negative** cases (e.g., invalid input, empty search, etc.).
* Track all bugs with reproduction steps and severity.
* Sign-off is required from the **project manager** and **product owner** before release.