User Acceptance Testing (UAT) Template

Date	June 2025
Team ID	LTVIP2025TMID57887
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	

Project Overview

- Project Name: ResolveNow – Online Complaint Management System

- Project Description: A web-based platform to register, track, and resolve user complaints efficiently with real-time agent interaction and admin monitoring.

- Project Version: v1.0

- Testing Period: 20th June 2025 – 25th June 2025

- Testing Scope:

    o   User Registration & Login o

        Complaint Submission & Tracking o

        Admin assignment of complaints o

        Real-time chat between users and agents Testing

Environment:

- URL/Location: http://localhost:3000

- Credentials: user: john@example.com, password: Test@123 Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	User Registration	1. Open site 2. Click "Register" 3. Fill details 4. Submit	User should receive registration success message	Registration successful	Pass

TC-002	Complaint Submission	1. Login2. Click "Submit Complaint"3. Fill details4. Submit	Complaint should be saved and listed in dashboard	Complaint ID displayed	Pass
TC-003	Real-time Chat with Agent	1. Submit complaint2. Agent responds3. User replies	Chat should update live	Chat appears instantly	Pass
TC-004	Admin Complaint Assignment	1. Admin logs in2. Assigns complaint3. Agent notified	Complaint should appear in agent dashboard	Assigned properly	Pass

Bug Tracking:

Bug ID	Bug Description	Steps to Reproduce	Severity	Status	Additional Feedback
BG-001	OTP not sent during login	1. Go to login2. Enter phone3. Wait	Medium	In Progress	Issue happens occasionally
BG-002	Admin dashboard slow	1. Login as admin2. Open complaints page	Low	Open	Improve data load optimization

Sign-off:

Tester Name: Poral Siddartha

Date: 25th June 2025

Signature : Siddartha poral

Notes:

- Ensure that all test cases cover both positive and negative scenarios.
- Encourage testers to provide detailed feedback, including any suggestions for improvement.
- Bug tracking should include details such as severity, status, and steps to reproduce.
- Obtain sign-off from both the project manager and product owner before proceeding with deployment.