

User Acceptance Testing (UAT) Template

Date	26 th June 2025
Team ID	LTVIP2025TMID55888
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	4 Marks

Project Overview:

Project Name: ResolveNow: Your Platform for Online Complaints

Project Description: A web-based platform for users to register, submit, track, and resolve complaints efficiently

Project Version: V 10.9.2

Testing Period: [June 24, 2025] to [June 26, 2025]

Testing Scope:

1. Features and Functionalities to be Tested

- **User Authentication**
 - User registration, login, logout
 - Password reset (if available)
- **Complaint Submission**
 - Submit complaint with category, description, and optional file
 - Auto-generate complaint ID
- **Complaint Tracking**
 - View complaint status and history
 - Receive real-time updates
- **Admin Panel**
 - View, assign, and update complaints
 - Manage user accounts
- **Agent Dashboard**
 - View assigned complaints
 - Update progress and resolution
- **UI/UX and Responsiveness**
 - Add, edit, delete books
 - Manage user accounts
 - View and manage orders
- **UI/UX and Responsiveness**
 - Desktop and mobile compatibility
 - Consistent layout and design
- **Form Validation and Error Handling**
 - Client-side and server-side validation
 - Proper error messages

- **2. User Stories / Requirements to be Tested**
 - As a user, I can register and log into my account.
 - As a user, I can submit a complaint with relevant details.
 - As a user, I can track the status of my complaint.
 - As an admin, I can view and manage all complaints.
 - As an agent, I can update the status of assigned complaints.
 - As an admin, I can manage registered users.
 - As a user, I cannot access admin or agent-specific pages.
 - As a user, I receive proper validation messages on invalid input.
 - As a user, I can use the application smoothly on mobile and desktop devices.

Test Cases:

- Test Case 1: User Signup
 - **Test Case ID:** RN_TC_001
 - **Title:** User Signup with valid credentials
 - **Preconditions:** User is on the signup page
 - **Test Steps:**
 - Enter valid name, email, password
 - Click "Sign Up"
 - **Test Data:** Name: Divya, Email: divya123@gmail.com, Password: Test@123
 - **Expected Result:** User is successfully registered and redirected
 - **Remarks:** Should show confirmation or login prompt
- **Test Case 2: Admin Login**

Field	Detail
Test Case ID	RN_TC_002
Title	Admin Login with valid credentials
Preconditions	Admin is on the login page
Test Steps	1. Enter admin credentials 2. Click "Login"
Test Data	Email: admin@booknest.com Password: Admin@123
Expected Result	Redirected to Admin Dashboard
Remarks	Role must be verified as Admin

• **Test Case 3: Agent Login**

- **Test Case ID:** RN_TC_003

- **Title:** Agent account login
 - **Preconditions:** Agent is on login page
 - **Test Steps:**
 1. Enter agent credentials
 2. Click Login
 - **Test Data:** Email: agent@resolvenow.com, Password: Agent@123
 - **Expected Result:** Agent dashboard is displayed
 - **Remarks:** Dashboard must show agent-specific feature
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- **Test Case 4: Submit Complaint**

- **Test Case ID:** RN_TC_004
 - **Title:** User submits a complaint
 - **Test Steps:**
 1. Fill complaint form
 2. Click "Submit"
 - **Test Data:** Category: Service, Description: "Internet not working"
 - **Expected Result:** Complaint is submitted and ID is generated
 - **Remarks:** Complaint should appear in user's dashboard
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- **Test Case 5: Track Complaint Status**

- **Test Case ID:** RN_TC_005
- **Title:** User tracks complaint status
- **Preconditions:** Complaint has been submitted
- **Test Steps:**
 1. Go to dashboard
 2. Click on complaint ID
- **Expected Result:** Status and history are displayed
- **Remarks:** Updates should reflect in real-time

- **Test Case 6: Admin Updates Complaint**

- **Test Case ID:** RN_TC_006
- **Title:** Admin updates complaint status
- **Preconditions:** Admin is logged in
- **Test Steps:**
 1. Navigate to complaint list
 2. Select complaint
 3. Update status to "In Progress"
- **Test Data:** Complaint ID: RN12345
- **Expected Result:** Status is updated and user is notified
- **Remarks:** Notification should be sent via email

Preconditions

Test Steps

1. Go to Wishlist
2. Click on View
3. Click on login now and then ok record

Test Data

Fill data

Expected Result

Status completed

Remarks

Result was showed in admin

• <input checked="" type="checkbox"/> Test Case Summary – ResolveNow	• Test Case ID	• Test Scenario	• Test Steps	• Expected Result	• Actual Result	• Pass/Fail
	• RN_TC_001	• User Registration using Email	• 1. Open registration page 2.	• User account is created and confirmed	• Confirmation email received	• Pass

• Test Case ID	• Test Scenario	• Test Steps	• Expected Result	• Actual Result	• Pass/Fail
• RN_T_C_002	• User Login	<p>Enter valid email, password, confirmation password.</p> <p>Click "Register"</p> <ul style="list-style-type: none"> 1. Open login page 2. Enter registered email and password 3. Click "Login" 	User is redirected to dashboard	Redirected to dashboard	• Pass
• RN_T_C_003	• Registration with existing email	<p>Enter already registered email</p> <p>Submit the form</p> <ul style="list-style-type: none"> 1. Enter already registered email 2. Submit the form 	Error message: "Email already exists"	Error shown correctly	• Pass
• RN_T_C_004	• Submit Complaint	<p>Login</p> <p>Navigate</p> <ul style="list-style-type: none"> 1. Login 2. Navigate 	Complaint is submitted	Complaint ID displayed	• Pass

• Test Case ID	• Test Scenario	• Test Steps	• Expected Result	• Actual Result	• Pass/Fail
• RN_T_C_005	• Track Complaint Status	<p>1. Click on "Submit" button</p> <p>2. Enter complaint details: category, description, and optional file</p> <p>3. Click "Submit"</p>	and ID is generated	and ID is generated	• Pass
• RN_T_C_006	• Admin Updates Complaint	<p>1. Admin logs in</p> <p>2. Opens complaint list</p> <p>3. Selects a complaint</p> <p>4. Updates</p>	<p>1. Complaint status and history are displayed</p> <p>2. Status is updated and user is notified</p>	<p>1. Status shown correctly</p> <p>2. Notification received</p>	• Pass

• Test Case ID	• Test Scenario	• Test Steps	• Expected Result	• Actual Result	• Pass/Fail
• RN_T C_007	• Unauthorized Access to Admin Panel	<ul style="list-style-type: none"> es status to "In Progress" 1. Login as regular user 2. Try accessing admin URL 	<ul style="list-style-type: none"> Access denied with appropriate error message 	<ul style="list-style-type: none"> Access blocked with error 	• Pass
• RN_T C_008	• Form Validation – Empty Fields	<ul style="list-style-type: none"> Open registration form Leave fields blank Click "Register" 	<ul style="list-style-type: none"> Error messages shown for required fields 	<ul style="list-style-type: none"> Validation errors displayed 	• Pass
• RN_T C_009	• Mobile Responsiveness	<ul style="list-style-type: none"> Open application on mobile browser 2. Navigate through key pages 	<ul style="list-style-type: none"> Layout adjustments correctly and remains functional 	<ul style="list-style-type: none"> Mobile layout responsive 	• Pass

• Test Case ID	• Test Scenario	• Test Steps	• Expected Result	• Actual Result	• Pass/Fail
• RN_T_C_010	• Agent Login and Complain t View	<ul style="list-style-type: none"> • 1. Login as agent • 2. View assigned complaints • 3. Open complaint details 	<ul style="list-style-type: none"> • Agent dashboard loads with assigned complaints 	<ul style="list-style-type: none"> • Complaints visible to agent 	• Pass

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-  Notes
- All test cases include both positive and negative scenarios.
- Encourage testers to log bugs with severity, status, and reproduction steps.
- Collect feedback for UI/UX and performance improvements.
- Ensure sign-off from the project manager and product owner before deployment.