**User Acceptance Testing (UAT) Template**

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| **DATE:** | **26-06-2025** |
| **Team ID :** | **LTVIP2025TMID52692** |
| **Project Name :** | **ResolveFlow: Online Complaint Registration and Management System** |

This User Acceptance Testing (UAT) template guides the testing of key features in the Online Complaint Registration and Management System, focusing on customer pain points. The aim is to ensure the system meets user requirements in real-world scenarios.

**Instructions:**

* **Test Case ID:** Unique identifier.
* **Feature/Problem Area:** Links to the problem statement and solution.
* **Test Scenario Description:** Step-by-step actions for the user (e.g., John).
* **Expected Outcome:** What the system *should* do or display.
* **Actual Outcome:** What the system *actually* does.
* **Pass/Fail:** Mark 'Pass' or 'Fail'.
* **Tested By/Date:** Tester's name and date.
* **Comments/Notes:** Additional observations or issues.

**UAT Test Cases :**

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| **Test Case ID:** | **Feature/Problem Area** | **Test Scenario Description** | **Expected Outcome:** | **Actual Outcome:** | **Pass/Fail:** |
| UAT-C-001 | **P1.1: Lack of Transparency**  (Real-time dashboard tracker) | John logs in, navigates to "My Complaints", and views a recently submitted complaint. | The dashboard displays the complaint's current status (e.g., "Submitted," "In Review," "Assigned"), with a clear real-time tracker/progress bar. | The dashboard displays the complaint's current status (e.g., "Submitted," "In Review," "Assigned"), with a clear real-time tracker/progress bar. | Pass |
| UAT-C-002 | P1.1: Lack of Transparency (Automated notifications) | John submits a new complaint. An agent later changes its status (e.g., to "Assigned to Agent"). | John immediately receives an notification detailing the status change and assigned agent. | John immediately receives an notification detailing the status change and assigned agent. | Pass |
| UAT-C-003 | P2.1: Cumbersome Submission (Intuitive, multi-step form) | John clicks "Submit Complaint. | A clear, multi-step form guides John through necessary fields (Type, Description, Contact Info) with intuitive navigation. All mandatory fields are clearly marked. | A clear, multi-step form guides John through necessary fields (Type, Description, Contact Info) with intuitive navigation. All mandatory fields are clearly marked. | Pass |
| UAT-C-004 | P3.1: Communication Gaps (Integrated in-app messaging/chat) | John's complaint is assigned to Agent Sarah. John navigates to his complaint details page. | A clear, integrated messaging interface is visible. John can successfully send a message to Sarah, and the message history is displayed. | A clear, integrated messaging interface is visible. John can successfully send a message to Sarah, and the message history is displayed. | Pass |