UAT - Mobile Banking App Onboarding Improvement

1. Purpose

The purpose of this document is to define the User Acceptance Testing (UAT) scenarios to validate that the mobile banking app onboarding functionality meets business requirement and is read for business sign-off.

2. UAT Scope

UAT covers of functional requirements related to:

- Onboarding guidance and visibility
- OTP verification and messaging
- Data prefill and validation clarity
- Registration completion and confirmation

3. UAT Entry & Exit Criteria

Entry Criteria

- Functional development completed
- System testing completed
- Test environment available
- Approved FRD and RTM

Exit Criteria

- All critical scenarios are passed
- No open-high severity defects
- Business sign-off received

4. UAT Roles & Responsibilities

Roles	Responsibility
Business User	Execute UAT scenarios
Product Owner	UAT sign-off
Business Analyst	UAT coordination & support
QA Team	Defect tracking & reporting
Development Team	Defect fixes

5. UAT Scenarios

UAT ID	FR-ID	Description	Pre-condition	Test Steps(High-Level)	Expected Result	Status
UAT-01	FR-01	Verify onboarding progress indicator	User starts onboarding	Navigate through onboarding steps	Progress indicator updates correctly	Planned
UAT-02	FR-02	Verify onboarding guidance test	Onboarding in progress	Review guidance at each step	Clear guidance displayed	Planned
UAT-03	FR-03	Verify OTP verification status messaging	OTP triggered	Enter OTP	OTP status & retry info shown	Planned
UAT-04	FR-04	Verify OTP resend functionality	OTP failed	Click resend OTP	OTP resent with confirmation	Planned
UAT-05	FR-05	Verify customer data prefill	Existing customer	Proceed to data entry	Customer data auto-populated	Planned
UAT-06	FR-06	Verify validation explanation	Validation step reached	Review validation message	Validation purpose clearly explained	Planned
UAT-07	FR-07	Verify onboarding completion confirmation	Onboarding completed	Submit final step	Confirmation message displayed	Planned
UAT-08	FR-08	Verify post-registration notification	Registration completed	Wait for notification	Confirmation SMS/notification received	Planned

6. Defect Management

- Defects identified during UAT are logged and tracked
- Critical defects must be resolved before UAT sign-off

7. UAT Sign-Off

Role	Name	Status
Product Owner		Pending

Compliance		Pending
Business Analyst	Roja Armugam	Prepared