

UAT Test Plan

Provider Operations Workflow Automation — Spring Health

Version 1.0 | February 2026 | Prepared by: Sai Tarun Reddy, Business Analyst

Test Execution Summary				
Total Scripts	Scripts Passed	Scripts Failed	Not Started	Pass Rate
24	9	3	12	38%*

* Pass rate reflects scripts tested to date. 12 scripts pending execution.

Test Scripts					
ID	Title	Steps	Status	Tested By	Date
UAT-001	Login as Provider Support Specialist	4	Pass	QA Team	2026-02-19
UAT-002	Auto-Route Routine Scheduling Request	4	Pass	QA Team	2026-02-19
UAT-003	High-Risk Provider Escalation	4	Not Started	—	—
UAT-004	Regional Specialist Assignment	4	Fail	Operations Team	2026-02-19
UAT-005	Low-Complexity Auto-Resolution	5	Not Started	—	—
UAT-006	Duplicate Escalation Detection	4	Not Started	—	—
UAT-007	KPI Dashboard Load & Data Accuracy	5	Pass	Analytics Team	2026-02-19
UAT-008	System Failover & Recovery Test	5	Not Started	—	—

Defect Register					
ID	Title	Severity	Status	Reported By	Date
DEF-001	Regional Assignment Exceeds SLA	High	In Progress	Operations Team	2026-02-19
DEF-002	Provider Portal Notification Delay	Low	Open	QA Team	2026-02-19
DEF-003	API Integration Response Delay	Low	Open	API Tester	2026-02-19

- | Defect Escalation Protocol | | | | | |
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1. **Log the Defect:** Create a detailed ticket with reproduction steps, expected vs. actual results, and screenshots. Assign to the appropriate tester or developer.

2. **Assign Severity:** Critical — System down and unusable. High — Major function broken, blocking UAT. Medium — Partial functionality impacted. Low — Minor cosmetic or non-blocking issue.

3. **Escalate Critical Defects:** Critical and High severity defects escalate immediately to the Provider Operations Development Lead. Track exposure time until resolved and update status daily.

4. Retest & Sign-Off: Once a defect is resolved, the original reporter retests and updates the defect register. Sign-off requires no open Critical or High defects at go-live.