

# UAT Test Plan

## Auto Claims FNOL Workflow Optimization

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### Test Summary

Total Test Scripts: 24

Passed: 9 | Failed: 3 | Not Started: 12

Pass Rate: 38%

### Test Scripts

ID	Title	Steps	Status	Tested By	Date
UAT-001	Login as Call Center Rep	4 steps	Pass	API Test	2026-02-19
UAT-002	Auto-Route Windshield Claim	4 steps	Pass	Current User	2026-02-19
UAT-003	High-Value Claim Escalation	4 steps	Not Started	-	-
UAT-004	Regional Adjuster Assignment	4 steps	Fail	Operations Team	2026-02-19
UAT-005	Low Risk Auto-Approval	5 steps	Not Started	-	-
UAT-006	Duplicate Claim Detection	4 steps	Not Started	-	-
UAT-007	KPI Dashboard Load	5 steps	Pass	Analytics Team	2026-02-19
UAT-008	System Failover Test	5 steps	Not Started	-	-
UAT-001	Login as Call Center Rep	4 steps	Pass	QA Team	2026-02-19
UAT-002	Auto-Route Windshield Claim	4 steps	Pass	QA Team	2026-02-19
UAT-003	High-Value Claim Escalation	4 steps	Not Started	-	-
UAT-004	Regional Adjuster Assignment	4 steps	Fail	Operations Team	2026-02-19
UAT-005	Low Risk Auto-Approval	5 steps	Not Started	-	-
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UAT-007	KPI Dashboard Load	5 steps	Pass	Analytics Team	2026-02-19
UAT-008	System Failover Test	5 steps	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	Email Template Formatting Issue	Low	Open	QA Team	2026-02-19
DEF-001	Regional Assignment Exceeds SLA	High	In Progress	Operations Team	2026-02-19
DEF-002	Email Template Formatting Issue	Low	Open	QA Team	2026-02-19
DEF-001	Regional Assignment Exceeds SLA	High	In Progress	Operations Team	2026-02-19
DEF-002	Email Template Formatting Issue	Low	Open	QA Team	2026-02-19
DEF-007	API Test Defect	Low	Open	API Tester	2026-02-19

## Defect Escalation Protocol

1. Log the Defect: Create detailed ticket with reproduction steps, expected vs actual results, screenshots
2. Assign Severity: Critical (System down), High (Major function broken), Medium/Low (Minor issues)
3. Escalate: Critical defects escalate to Development Lead immediately. Track exposure until resolved.