**User Acceptance Testing (UAT) Template**

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| Date | 20 june 2025 |
| Team ID | LTVIP2025TMID42578 |
| Project Name | ResolveNow |
| Maximum Marks |  |

## 🔹 User Acceptance Testing (UAT) – ResolveNow

### ✅ ****Testing Scope****

#### Features and Functionalities to be Tested:

1. **User Authentication**
   * Register, Login, Logout
   * Role-based access (User, Agent, Admin)
2. **Complaint Submission**
   * User can submit complaints with category, title, description
   * Attach images or files to complaints
3. **Complaint Status Tracking**
   * View list of complaints with statuses (Assigned, In Progress, Resolved)
4. **Real-Time Chat**
   * User ↔ Agent chat on assigned complaints
5. **Agent Dashboard**
   * Agents see only assigned complaints
   * Update status, respond to users
6. **Admin Panel**
   * View and manage users, agents
   * Manual complaint reassignment
   * View complaint logs
7. **Notifications**
   * Toasts for success, error, validation feedback
   * Email on registration, complaint assignment
8. **Responsiveness**
   * App works across mobile, tablet, desktop
9. **Security**
   * Form validation, protected routes, session control
10. **Database Operations**

* Data saved in MongoDB
* Complaint/user isolation

### ****User Stories and Requirements to be Tested****

1. As a user, I can register and log in to the platform.
2. As a user, I can submit a complaint and track its progress.
3. As a user, I can chat with the assigned agent.
4. As an agent, I can respond to complaints and update statuses.
5. As an admin, I can reassign complaints and monitor activity.
6. As a user, I receive clear feedback messages on all actions.
7. All users have restricted access based on their role.

### ✅ ****Testing Environment****

* **URL/Location:** [Enter deployment URL here]
* **Test Credentials (or create new):**
  + Email: shiva1619@gmail.com
  + Password: 123456

### ****Test Cases****

| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| --- | --- | --- | --- | --- | --- |
| TC-001 | User Registration using Email | 1. Open registration page → 2. Enter details → 3. Click Register | Account created, confirmation email sent | Confirmation email received | Pass |
| TC-002 | User Login | 1. Open login → 2. Enter email/password → 3. Click login | Redirected to dashboard | Redirected to dashboard | Pass |
| TC-003 | Register with Existing Email | 1. Use already registered email → 2. Submit form | “Email already exists” message shown | Error shown correctly | Pass |
| TC-004 | Submit Complaint | 1. Login → 2. Fill complaint form → 3. Submit | Complaint submitted and visible in dashboard | Complaint created | Pass |
| TC-005 | Chat with Agent | 1. View assigned complaint → 2. Send message | Message delivered in real-time | Message sent successfully | Pass |
| TC-006 | Admin Reassignment | 1. Login as admin → 2. Reassign complaint | Complaint reassigned and updated on agent view | Assignment changed | Pass |
| TC-007 | Unauthorized Dashboard Access | 1. Login as user → 2. Try accessing admin page | Redirect or access denied | Access denied | Pass |

### ****Bug Tracking Table****

| **Bug ID** | **Bug Description** | **Steps to Reproduce** | **Severity** | **Status** | **Additional Feedback** |
| --- | --- | --- | --- | --- | --- |
| BG-001 | Complaint not appearing in dashboard | 1. Submit complaint → 2. Go to dashboard | Medium | In Progress | Refresh needed to load new complaint |
| BG-002 | Chat messages delayed by 5–10 seconds | 1. Open chat → 2. Send message | High | Open | Possibly socket reconnection issue |
| BG-003 | Email confirmation not received | 1. Register new account | Medium | Open | Happens occasionally |
| BG-004 | Agent dashboard loads slowly | 1. Login as agent → 2. Open dashboard | Low | Open | Delay in loading complaints list |