**User Acceptance Testing (UAT) Template**

| Date | 27 JUNE 2025 |
| --- | --- |
| Team ID | LTVIP2025TMID58651 |
| Project Name | Resolve Now: Your Platform For Online Complaints |
| Maximum Marks |  |

**Project Overview:**

Project Name: Resolve Now

Description: An online complaint registration and management system is a software application or platform that allows individuals or organizations to submit and track complaints or issues they have encountered.

Project Version:v1.0.0

Testing Period:  2025-05-26 to 2025-06-02

**Testing Scope:**

* User registration and login
* Complaint Submission
* Status Tracking
* Agent Communication

**Requirements to be Tested:**

* As a Client of ResolveNow, I want to Post the complaints easily.
* As a user, I want secure login and Post complaints.

As an admin, I want to manage reported users and disputes.

**Testing Environment:**

### Testing Environment

* **URL**: https://reslovenow.example.com

**Test Cases:**

| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| --- | --- | --- | --- | --- | --- |
| TC-RN-001 | User registers successfully | 1. Navigate to registration page 2. Enter valid details 3. Submit form | User receives confirmation email and is redirected to login | As expected | Pass |
| TC-RN-002 | User submits a complaint | 1. Log in  2. Click “Submit Complaint”  3. Fill form and submit | Complaint is saved and confirmation message is displayed | Complaint submitted | Pass |

**Bug Tracking:**

| **Bug ID** | **Bug Description** | **Steps to reproduce** | **Severity** | **Status** | **Additional feedback** |
| --- | --- | --- | --- | --- | --- |
| BG-RN-001 | User does not receive notification after complaint update | 1. Submit a complaint  2. Admin updates status  3. Check inbox | Medium | Open | Check notification trigger in backend |
| BG-RN-002 | Complaint form accepts empty description | 1. Open “Submit Complaint”  2. Leave description empty  3. Submit | High | In Progress | Add validation for required fields |

**Sign-off:**

Tester Name: Manisha

Date: 27 June 2025

Signature: Manisha

**Notes:**

* Ensure that all test cases cover both positive and negative scenarios.
* Encourage testers to provide detailed feedback, including any suggestions for improvement.
* Bug tracking should include details such as severity, status, and steps to reproduce.
* Obtain sign-off from both the project manager and product owner before proceeding with deployment.