

Acceptance Testing  
UAT Execution & Report Submission

Date	20 February 2026
Team ID	LTVIP2026TMIDS74504
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

1.Purpose of Document

The purpose of this document is to provide a summary of the testing activities conducted During User Acceptance Testing (UAT). It explains the overall test coverage, defect status By serverity level, and test case execution results.

2. Defect Analysis

Defects by Resolution and Severity

Resolution	Severity 1	Severity 2	Severeity 3	Severity 4	Subtotal
By Design	5	2	1	1	9
Duplicate	1	0	1	0	2
External	0	1	0	1	2
Fixed	8	3	2	4	17
Not Reproduced	0	0	1	0	1
Skipped	0	0	0	1	1
Won't Fix	0	1	1	0	2
Totals	14	7	6	7	34

3. Test Case Analysis

Module-wise Test Case Status

Module	Total Cases	Total Cases	Not Tested	Fail	Pass
ond matter	20	0	1	1	19
Role & Group Mapping	15	0	0	0	15
ACL Security Validation	10	0	0	0	10
Auto Assignment Rules	12	0	1	1	11
Notifications	8	0	0	0	8
Reports & Logs	6	0	0	0	6
Integration Testing	9	0	1	1	8