Acceptance Testing
UAT Execution & Report Submission

Date	20 February 2026
Team ID	LTVIP2026TMID574504
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