**User Acceptance Testing (UAT) Template**

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| Date | 26 June 2025 |
| Team ID | LTVIP2025TMID59501 |
| Project Name | ResolveNow |

**Project Overview:**

**Project Name:** ResolveNow  
**Project Description:**  
ResolveNow is an online complaint registration and management system that enables users to easily submit, track, and resolve grievances across various public and private service domains. The platform aims to streamline the complaint handling process, enhance transparency, and improve user satisfaction by ensuring timely resolutions. It supports secure interactions, intelligent routing of complaints, and effective communication between users and authorities—all while complying with industry standards and data protection regulations.

**Project Version:** v1.0.0  
**Testing Period:** 24-06-2025 – 26-06-2025

### **Testing Scope:**

● User registration and secure login  
● Complaint submission with details (name, description, address, etc.)  
● Complaint routing and assignment to appropriate department/agent  
● User-agent interaction and in-app communication  
● Complaint status tracking and history  
● Email/SMS notifications for status updates and resolutions  
● Intelligent routing algorithm functionality  
● Admin dashboard for monitoring, assignment, and escalation  
● Data security, access control, and confidentiality compliance  
● Feedback and satisfaction rating post-resolution

### **Requirements to be Tested:**

● As a user, I want to register complaints with detailed information and media attachments.  
● As a user, I want to securely log in and track the status of my complaints in real time.  
● As a user, I want to interact with the assigned agent for updates or clarifications.  
● As an agent, I want to view, manage, and update complaints assigned to me.  
● As an admin, I want to monitor all complaints, ensure timely resolutions

**Testing Environment**

**URL:** https://resolvenow-frontend-xyz.onrender.com

**Credentials:**

* **User:** user1@resolvenow.com / user123
* **Agent:** agent1@resolvenow.com / agent123
* **Admin:** admin@resolvenow.com / admin123

**Test Cases:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| TC-001 | User Registration | 1. Visit site  2. Click "Sign Up"  3. Fill & submit form | Account created and redirected to user dashboard | [Observed result during testing] | [Pass/Fail] |
| TC-002 | Complaint Submission | 1. Login as user 2. Click “New Complaint” 3. Fill details & submit | Complaint submitted and assigned to appropriate department | [Observed result during testing] | [Pass/Fail] |
| TC-003 | Track Complaint Status | 1. Login as user 2. Go to "My Complaints" 3. Check complaint status | Complaint status visible and updates reflected in real-time | [Observed result during testing] | [Pass/Fail] |

**Bug Tracking:**

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| --- | --- | --- | --- | --- | --- |
| **Bug ID** | **Bug Description** | **Steps to reproduce** | **Severity** | **Status** | **Additional feedback** |
| BG-001 | |  | | --- | | Filter not working properly |  |  | | --- | |  | | 1. Go to complaint search page  2. Apply location and department filters  3. Click "Search | Medium | Open | Only partial or incorrect results shown |
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