

User Acceptance Testing (UAT) Template

Date	26 June 2025
Team ID	LTVIP2025TMID53123
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	

PROJECT OVERVIEW

Project Name **ResolveNow: Online Complaint Registration & Management System**

Project Description A web-based platform that allows users to register complaints, track their status, interact with assigned agents, and receive real-time updates.

Project Version v1.0

Testing Period June 20 2025 to 23 June 2025

TESTING SCOPE

- **Features to Test:**
 - User Registration/Login (Email & Gmail)
 - Complaint Submission
 - Real-Time Complaint Tracking
 - Chat with Agent
 - Admin Complaint Assignment
 - Feedback Submission
- **User Stories / Requirements to Test:**
 - USN-1 to USN-9 (as defined in product backlog)

TESTING ENVIRONMENT

URL/Location <http://localhost:3000> (development) / [Production URL]

Credentials User: testuser@gmail.com / Password: Test@123

TEST CASES

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	User Registration with valid data	1. Open app → 2. Click Sign Up → 3. Enter valid details → 4. Submit	User is registered and redirected to login page	As expected	Pass
TC-002	Complaint Submission by logged-in user	1. Login → 2. Go to dashboard → 3. Submit complaint form	Complaint is saved and appears in user's complaint list	As expected	Pass
TC-003	Chat between agent and user	1. Login as agent → 2. Open assigned complaint → 3. Send message	Message appears in chat window for user	Message delayed	Fail
TC-004	Feedback after complaint resolution	1. View resolved complaint → 2. Submit star rating	Rating is recorded and stored in feedback database	As expected	Pass

BUG TRACKING

Bug ID	Bug Description	Steps to Reproduce	Severity	Status	Additional Feedback
BG-001	Chat message delay for users	1. Login as agent → 2. Send message → 3. Delay appears	Medium	In Progress	Consider using retry/socket ping
BG-002	No error shown on empty complaint form	1. Submit form without fields filled	High	Open	Add required field validation UI

SIGN-OFF

Tester Name	Varshitha / QA Team
Date	26 June 2025

Tester Name

Varshitha / QA Team

Signature
