**User Acceptance Testing (UAT) Template**

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

**PROJECT OVERVIEW**

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| --- | --- |
| **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**

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| --- | --- |
| **URL/Location** | [**http://localhost:3000**](http://localhost:3000/) **(development) / [Production URL]** |
| **Credentials** | User: [testuser@gmail.com](mailto: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**

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| --- | --- | --- | --- | --- | --- |
| **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** |  |