**User Acceptance Testing (UAT)**

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| Date | 25 June 2025 |
| Team ID | LTVIP2025TMID31802 |
| Project Name | Citizen AI |
| Maximum Marks |  |

**Project Overview**

**Project Name**: Citizen AI

**Project Description**: An AI-powered citizen engagement platform that offers a real-time conversational assistant, sentiment analysis, and a dynamic dashboard to streamline civic interactions and improve governance**.**

**Project Version**: v1.0

**Testing Period**: 20 June 2025 to 24 June 2025

Testing Scope

- Real-time chatbot interaction and AI response accuracy

- Sentiment feedback analysis and classification

- Dashboard data visualization and user download functionality

- US001: As a citizen, I want to ask questions and receive instant AI-powered responses.

- US002: As a citizen, I want to submit feedback and view my sentiment classification.

- US003: As a government official, I want to view overall sentiment trends on a dashboard.

Testing Environment

**Test Cases**

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| --- | --- | --- | --- | --- | --- |
| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| **TC-001** | Real-time chatbot query handling | 1. Enter a public service query 2. Click submit 3. Wait for response | AI chatbot returns a relevant, human-like answer | Chatbot responded accurately and promptly | Pass |
| **TC-002** | Submit sentiment feedback and view result | 1. Enter feedback 2. Click analyze 3. View detected sentiment | Feedback is classified as Positive, Neutral, or Negative | Feedback classified correctly and displayed | Pass |
| **TC-003** | Download sentiment log | 1. Click 'Download CSV' 2. Click 'Download JSON' | Files are downloaded with latest sentiment data | CSV and JSON files downloaded successfully | Pass |

**Bug Tracking**

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| --- | --- | --- | --- | --- | --- | --- |
| **Bug ID** | **Bug Description** | **Steps to Reproduce** | **Severity** | **Status** | **Additional Feedback** | **Resolution** |
| **BG-001** | Occasional lag in chatbot response | 1. Enter long text 2. Submit 3. Observe delay | Low | Open | Improve inference speed for long queries | Under Review |

Sign-off

Tester Name: S Vennela

Date: 24 June 2025