**User Acceptance Testing (UAT) Template**

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| --- | --- |
| Date | 10-06-2025 |
| Team ID | LTVIP2025TMID50720 |
| Project Name | Resolve online complaints |
| Maximum Marks |  |

**Project Overview:**

Project Name: Resolve online complaints

Description: An online complaint registration and management system is a software application or platform that allows individuals or organizations to submit and track complaints or issues they have encountered.

Project Version:v1.0.0

Testing Period: 2025-05-26 to 2025-06-02

**Testing Scope:**

* User registration and login

* Complaint Submission

* Status Tracking

* Agent Communication

**Requirements to be Tested:**

* As a Client of ResolveNow, I want to Post the complaints easily.

* As a user, I want secure login and Post complaints.

* As an admin, I want to manage reported users and disputes.

**Testing Environment:**

# Testing Environment

* **URL**: https://reslovenow.example.com

**Test Cases:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Test Case**  **ID** | **Test**  **Scenario** | **Test Steps** | **Expected Result** | **Actual**  **Result** | **Pass/Fail** |
| TC-001 | User Registratio  n | 1. Visit site 2. Click "Sign Up" 3. Fill & submit form | [Describe the expected outcome] | Account created, redirected to dashboard | [Pass/Fail] |
| ...  TC-002 | ...      Post a  Job  (Client) | ...       1. Login as client 2. Go to "Post Job" 3. Submit form | ...Job appears  on homepage | ... | ... |

**Bug Tracking:**

**Sign-off:**

Tester Name: K.VISHWANATH

Date: 10-06-2025

Signature: K.VISHWANATH **Notes:**

* Ensure that all test cases cover both positive and negative scenarios.
* Encourage testers to provide detailed feedback, including any suggestions for improvement.
* Bug tracking should include details such as severity, status, and steps to reproduce.
* Obtain sign-off from both the project manager and product owner before proceeding with deployment.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Bug ID** | **Bug**  **Description** | **Steps to reproduce** | **Severity** | **Status** | **Additional feedback** |
| BG-001 | Error on job posting form | 1. Login as client 2. Submit empty form | Medium | Open | Form should show  validation |
| ... | ... | ... | ... | ... | ... |