

User Acceptance Testing (UAT) Template

Project Details:

Date	16 June 2025
Team ID	LTVIP2025TMID55215
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	4 Marks

Project Overview:

Project Name: ResolveNow: Your Platform for Online Complaints

Project Description: ResolveNow is an online complaint registration and management system that enables users to register complaints, track their status, and interact with support agents for quick resolution. It provides real-time updates, secure data handling, and efficient complaint routing to enhance user satisfaction.

Project Version: Version 1.0

Testing Scope:

List of Features and Functionalities to be Tested:

1. User registration and login
2. Complaint submission with details and attachments
3. Real-time complaint tracking
4. User-agent communication via chat
5. Feedback submission after complaint resolution
6. Admin management of complaints and users

List of User Stories or Requirements to be Tested:

1. As a user, I can register and log in to access the platform.
2. As a user, I can submit a complaint with description, category, and attachments.
3. As a user, I can track the real-time status of my complaints.
4. As a user, I can chat with the assigned agent for updates.
5. As a user, I can provide feedback after resolution.
6. As an admin, I can assign complaints to agents and monitor progress.

Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	User Registration Validation	Enter valid and invalid inputs in the signup form	Valid users registered; errors shown for empty/invalid fields	Validated email and password correctly	Pass
TC-002	Login Authentication	Log in with correct and wrong credentials	Login succeeds with correct details; error for incorrect ones	Works as expected with correct alerts	Pass
TC-003	Complaint Submission	Submit complaint with description, category, and attachments	Complaint saved and visible in dashboard	Complaint recorded and displayed correctly	Pass
TC-004	Complaint Tracking	Track status of complaint from dashboard	Real-time status updates shown correctly	Status updated and visible correctly	Pass
TC-005	User-Agent Communication	Chat with assigned agent about complaint progress	Messages sent and received in real-time	Chat working as expected	Pass
TC-006	Feedback Submission	Submit feedback after complaint resolution	Feedback recorded and linked to complaint	Feedback saved successfully	Pass
TC-007	Admin Complaint Assignment	Admin assigns complaint to an available agent	Complaint assigned and reflected in agent dashboard	Assignment works correctly	Pass