User Acceptance Testing (UAT) Template

# Project Details:

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| 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:

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