



TITLE OF THE PROJECT

“UAT of Bangladesh Electrification Board (CDMS)”

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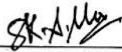
This Internship Project “UAT Of Bangladesh Rural Electrification Board (CDMS)” Submitted by **Sharnali Mazumder** , ID No: 201-16-518, to the Department of Computing & Information Systems, Daffodil International University, has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Computing & Information Systems and approved as to its style and contents. The presentation was held on 23/01/2024.

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DECLARATION

I, **Sharnali Mazumder**, hereby declare that the work in this dissertation titled “**UAT Of Bangladesh Rural Electrification Board (CDMS)**”, I have done this Internship Project under the supervision of **Md. Mehedi Hassan**, Lecturer, Department of Computing and Information System (CIS) of Daffodil International university. I am also declaring that this Internship Project or any of there has never been submitted anywhere else for the award of any educational degree like B.Sc., M.Sc., Diploma, or other qualifications.

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Abstract

The Bangladesh Rural Electrification Board (BREB) plays a pivotal role in providing electricity to rural areas, contributing significantly to the nation's socio-economic development. In the pursuit of enhancing its operational efficiency and service delivery, BREB has undertaken a comprehensive User Acceptance Testing (UAT) initiative.

This UAT project aims to evaluate the functionality, usability, and performance of the newly implemented systems and technologies within the BREB infrastructure. The testing process involves rigorous assessment of user interfaces, system functionalities, and overall user experience.

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Chapter 1 – Introduction

1.1 Introduction of BREB CDMS UAT:

The main objective of this UAT is, to ensure that the BREB (Bangladesh Rural Electrification Board) CDMS confirmed the expectations, needs of its intended users. Bangladesh Rural Electrification Board (BREB) is a project or a live system serving millions of people. Starting from taking power line, any type of line problem, ticket creation, application to dashboard, call centre problem, metre problem, electrical problems, all troubleshooting and customer satisfaction, doing UAT of a project where the system is in place is very sensitive and A very big thing. Through a series of carefully crafted test scenarios. A transformative system designed to enhance customer data management for the Bangladesh Rural Electrification Board. The UAT phase represents a crucial milestone, bringing together stakeholders, end-users, and the development team to Check validation of this system's performance, usability. UAT is not that easy in the development and implementation for any kind of software system, including the BREB CDMS. This testing phase provides an opportunity for end-users to evaluate the system's functionalities, features to ensure they align with business requirements and expectations.

Chapter 2 – Initial Study

Initial Study for BREB (CDMS) UAT:

The initial study of a Black Box User Acceptance Testing (UAT) involves understanding the context, objectives, and scope of the testing process. Before doing UAT for BREB I have done some of the initial stage study . That can help to make a good UAT report .

2.1. Objective definition:

Objective defines an important role of the UAT phase for the BREB CDMS. I tried to Identify the specific goals, such as validating system functionalities, assessing user interface design, and ensuring compliance with business requirements.

2.2. Understand Project Context:

I tried to Understand Project Context Before doing UAT . Gather information about the overall project, its objectives, and the role of the system being tested. This includes understanding the purpose of the application, its key functionalities.

2.3. Scope Definition:

I defined the scope of the UAT, outlined the specific functionalities, modules, and features that will be tested.

2.4. Test Data Preparation:

I have prepare relevant and realistic test data that aligns with the operational scenarios of the Bangladesh Rural Electrification Board (BREB)

2.5. Test Scenarios and Test Cases:

I have developed comprehensive test scenarios and test cases, Test status , Observations for my UAT. Ensure that test cases are aligned with business requirements and operational workflows.

2.6. Communication Plan:

I have Established a clear communication plan outlining how feedback will be collected, documented, and reported.

2.7. Review Requirements and Acceptance Criteria:

Thoroughly review the user requirements and acceptance criteria. Ensure that these are well-documented, clear, and aligned with the overall project objectives. Any discrepancies or ambiguities should be clarified with stakeholders.

2.8. Develop a UAT Plan:

I have created a detailed UAT test plan that outlines the testing approach, schedule, resource allocation, and communication plan.

Chapter 3 – Methodology

I implement Black Box Testing method for my UAT of BREB(CDMS). In Black Box Testing, the user isn't aware of any code base, but only about the requirements which the software should meet. There are some of the techniques that I used for doing my UAT of BREB(CDMS) : Requirements understanding, planning all tests, Identity test scenario, Test case design, Prepare test data, Test Execute, Documentation, Continuous Improvement.

3.1. Requirements Understanding:

First of all I have ensured a thorough understanding of the user requirements, system specifications, and acceptance criteria. This forms the basis for designing test scenarios.

3.2. Test Planning:

I have developed a UAT test plan that outlines the scope, objectives, resources, schedule, and approach for the black box testing. After Requirements understanding.

3.3. Test Scenario Identification:

Before test case designing I have chosen to do Test case Scenario Identification and make document test scenarios based on the specified requirements. I Have tried Each scenario to represent a specific functionality.

3.4. Test Case Design:

I have created detailed test cases for each identified scenario. Test cases include preconditions, test steps, expected results, and any specific data inputs.

3.5. Observation:

I have Prepared the necessary test data to execute the test cases. This includes both valid and invalid data to thoroughly validate the system's behaviour.

3.6. Test Execution:

To Execute the test cases based on the defined scenarios using the prepared test data I have focused on various user interactions, inputs, and expected outputs.

3.7. Defect Reporting:

Document any deviations or discrepancies observed during testing as defects. Provide clear and full information for the issue, including ways to generate it.

3.8. Documentation:

Maintain comprehensive documentation, including test plans, test cases, test results, and defect reports. This documentation serves as a reference for future releases and audits.

3.9 Continuous Improvement:

Collect lessons learned from the UAT process and incorporate improvements into future testing cycles. This feedback loop helps enhance the efficiency and effectiveness of UAT over time.

Chapter 4 – Planning

4.1. Required tests:

1. Acceptance Criteria Verification: Confirm that the system meets the predefined acceptance criteria. Validate that each acceptance criterion is addressed through specific test cases. Ensure that all criteria are met before proceeding to deployment.

2. Usability Testing: Assess the user-friendliness and overall user experience of the system. Evaluate the clarity and intuitiveness of the user interface. Assess navigation and ease of use for common tasks. Gather feedback on the overall user experience.

4.2. Test Area :

- First I define all the test areas for BREB (CDMS). I defined a total of 9 panels as Test Area
- 1. Admin Panel
- 2. Dispatcher Panel
- 3. CC Dashboard
- 4. Office Dashboard
- 5. Agent Panel
- 6. Login
- 7. Authority Dashboard
- 8. Partial Authority
- 9. PBS Panel

4.3. Test Case:

- According to my UAT of BREB (CDMS) I have created 662 test cases.
- Pass Case: 598
- Fail Case: 64

4.4. Observation:

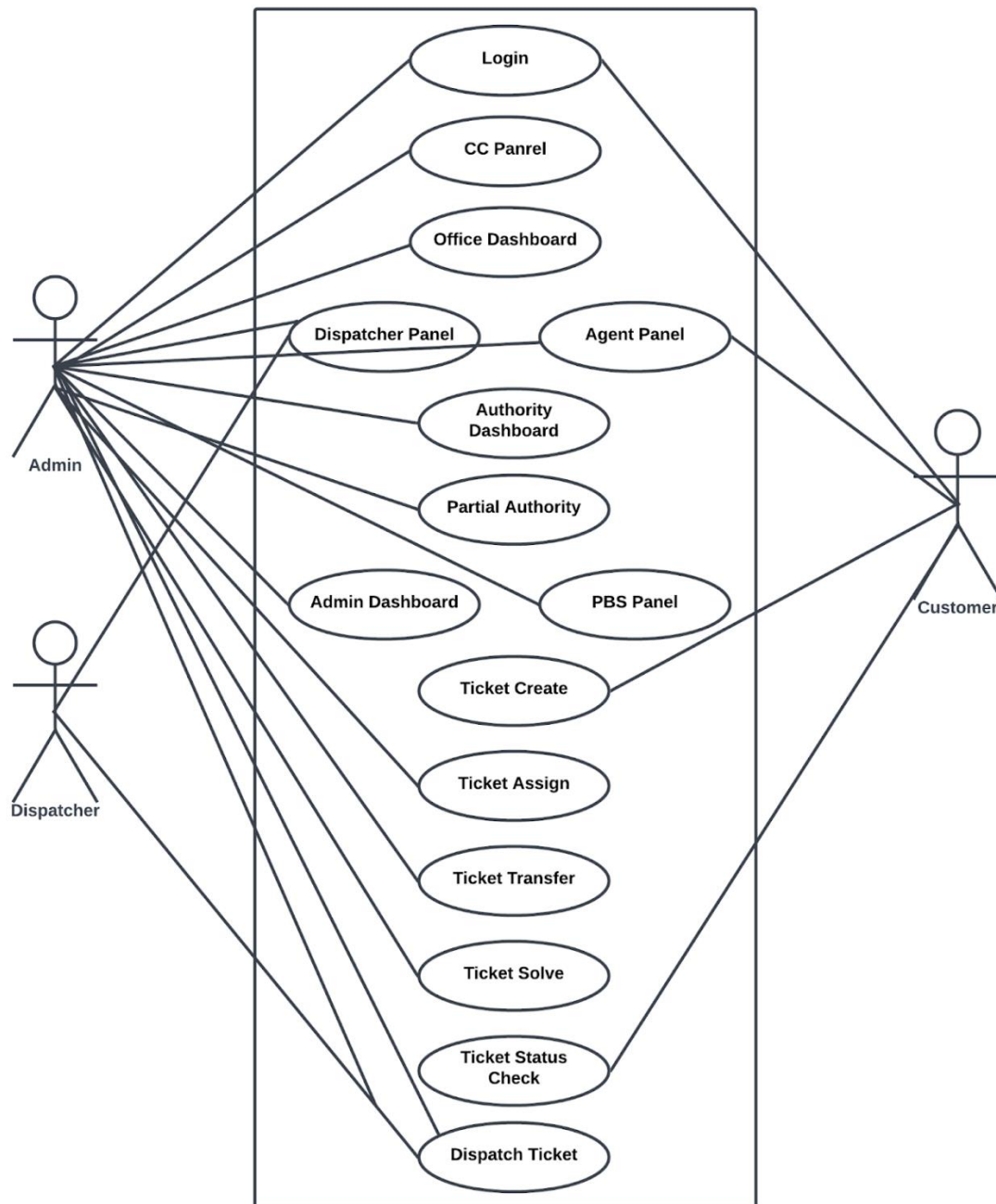
In this UAT of BREB (CDMS) I have added a column named Observation. In this field I have added My observation about the BREB CDMS system , that is the most important part for a UAT. Because of this observation column it will be possible to develop the system properly.

4.5. Test Status:

In every UAT there should be a column named test status. For the status of every test case, the developer will understand which module is not working , which is doing great. I differentiate the status by two names: Pass and Fail.

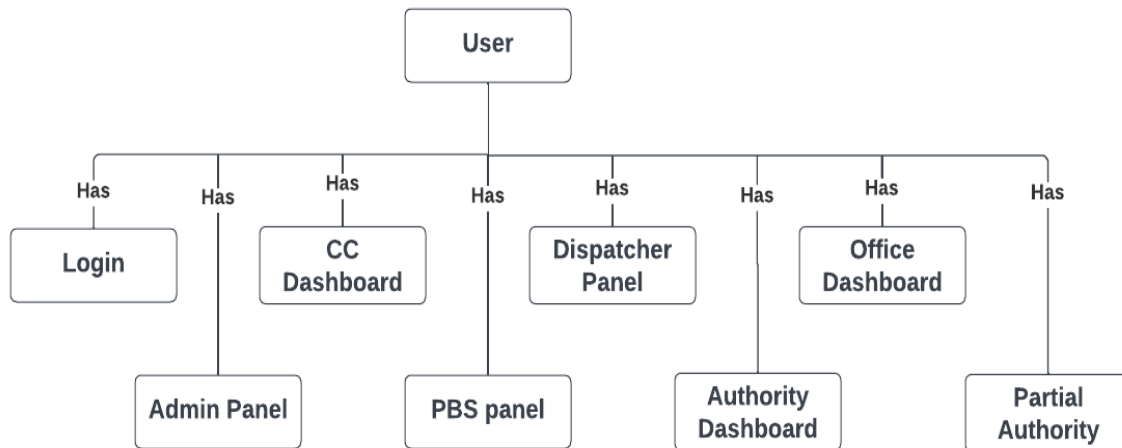
Chapter 5 – Engineering

5.1. Use Case of my UAT panels for BREB(CDMS) :



Chapter 6 – Exploration

6.1. ERD of my UAT panels for BREB(CDMS) :



Chapter 7 – Critical Appraisal and Evaluation

Details paragraph about each working function of my UAT :

I have worked with a total of 9 panels of BREB CDMS system, Login panel, Office dashboard, CC panel, agent panel, PBS panel, Admin panel, Partial Authority, Authority Dashboard, Dispatcher panel, and also full ticket journey.

7.1. I have done this partial UAT for BREB (CDMS):

<https://docs.google.com/spreadsheets/d/1Zx0LYoGs3MFrDhjs9aLtcMUp63BudL8PovSUdwyDyG8/edit?usp=sharing>

7.2. Here is my UAT of BREB (CDMS) Report:

Project name	Status	UAT (Total)	UAT(Pass)	UAT(Fail)	Accuracy
BREB CDMS UAT	Partially done	662	598	64	90.33%

7.3. Login:

Test Area	Test Case	Observation	Test Result
Login	Click on login button without fill required Fields	The system will notify to fill all required fields	Pass

If you click on the login button without filling all the fields required for login, the system will notify you to fill those fields. If it is notified then the system is working properly. If not then it will be a fail case. This UAT is very important in this login section.



Bangladesh Rural Electrification Board

Providing Power To Rural Bangladesh

Welcome back to CDMS!
Log in to your account

Employee Id *

This field is required

Password *
 
Password must be at least 8 characters long

☐ Remember me

Login

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Figure no 7.3.1: System will notify to fill all required fields for successfully login.

Test Area	Test Case	Observation	Test Result
Login	Click on login button with correct employee Id and password that is not 8 characters long	The system will notify to fill the password that should be at least 8 characters long	Pass

The system will only accept passwords of 8 characters long or more during login. If you try to login with a password of less characters then it will not be possible. If login is successful then it is a fail case and if not successful then it is a pass case. Here is the UAT of pass case



Bangladesh Rural Electrification Board

Providing Power To Rural Bangladesh

Welcome back to CDMS!
Log in to your account

Employee Id *

Password *

Password must be at least 8 characters long

☐ Remember me

Login

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Figure no 7.3.2 : The system will notify to fill the password that should be at least 8 characters long

Test Area	Test Case	Observation	Test Result
Login	Login with correct Employee Id and Password that is 8 characters long	Successfully login will be possible	Pass

Login with the correct ID and correct number of passwords. Such authorization is given in the system. But if there is no successful login even after giving the correct ID and password, then it

must be understood that there is a bug in the system. And if the login is done successfully, it means that the system is working properly. And this fail and pass case I have seen through my UAT.

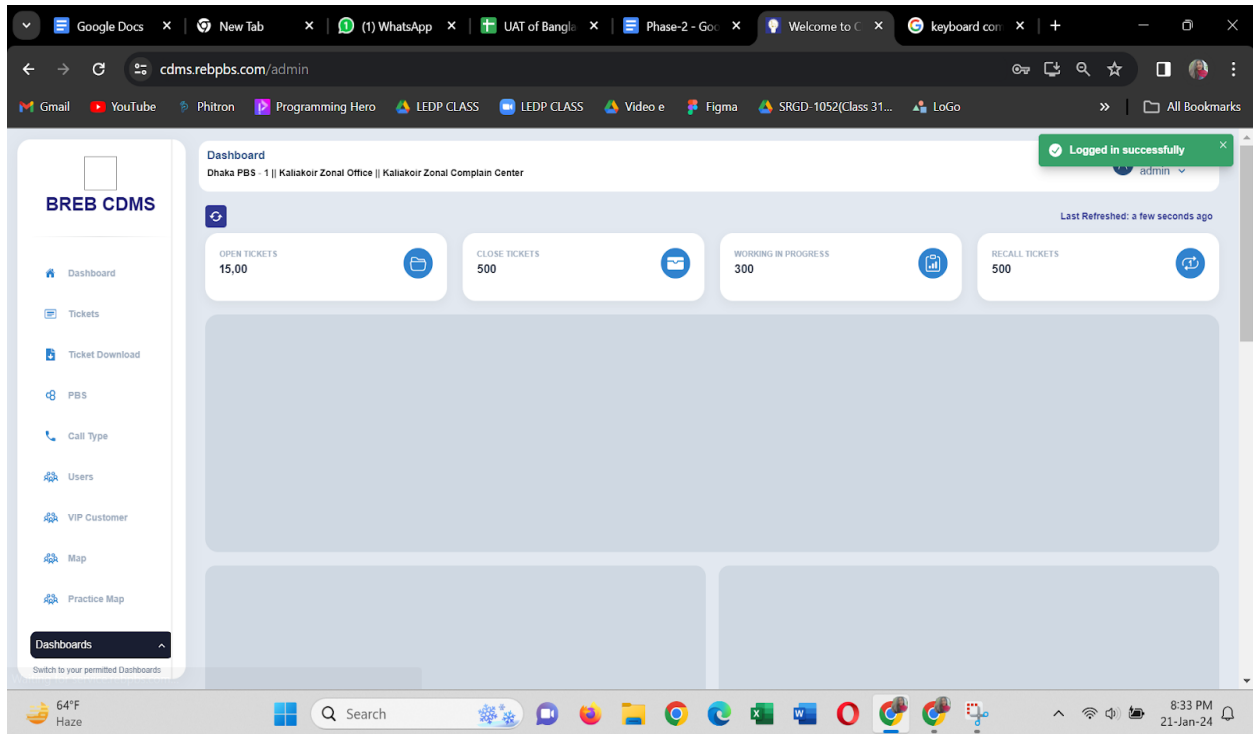


Figure no 7.3.3 : Successfully login will be possible

Test Area	Test Case	Observation	Test Result
Login	Login with incorrect Employee Id and Password	Login won't be possible	Pass

As, login with the correct ID and correct number of passwords. Such authorization is given in the system. If successfully login then the system is working properly and in this case I have added in my UAT with observation and. test status

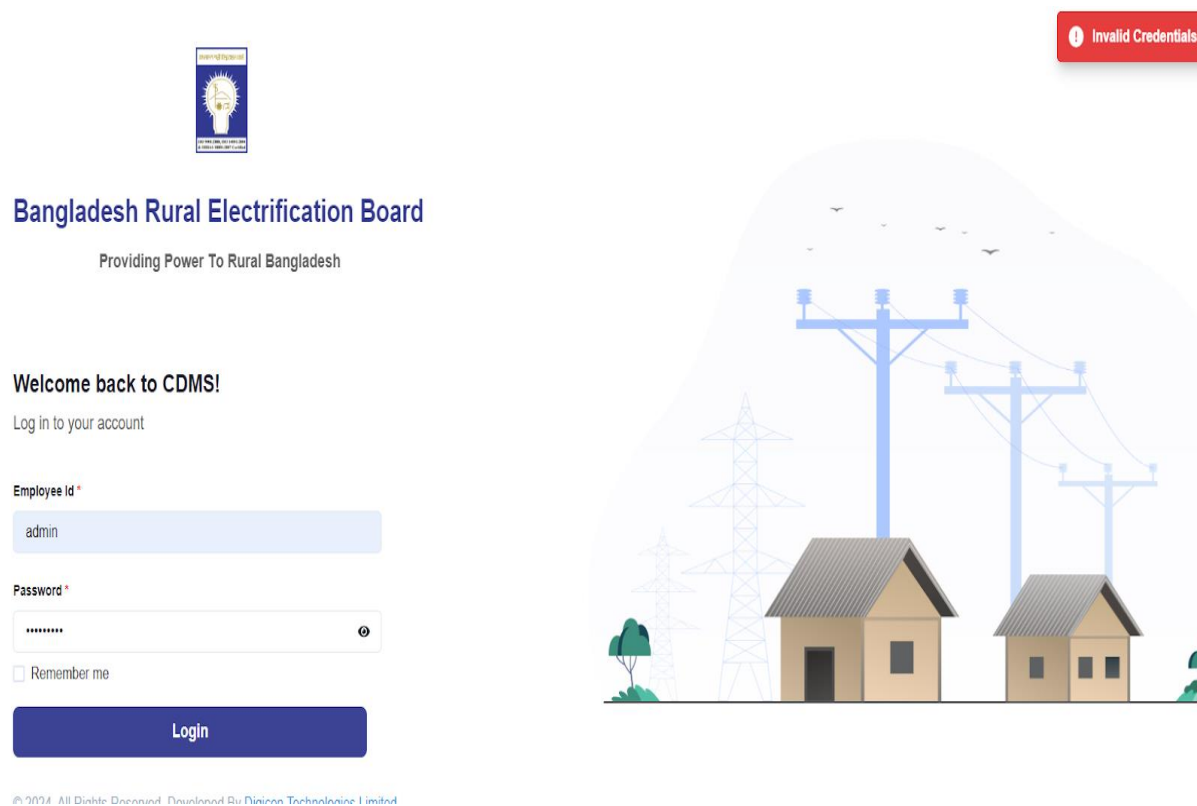


Figure no 7.3.4 : Login won't possible

Test Area	Test Case	Observation	Test Result
Login	Login with correct Employee Id, Password without fill the Remember me portion	Successfully login will possible but the system won't save the info that will help to login the system any time	Pass

During login, there will be a section where by filling the remember me portion, I don't have to re-enter the ID and password during the next login. It will autofill. And if you don't fill the remember me section, the system will not save the ID and password.

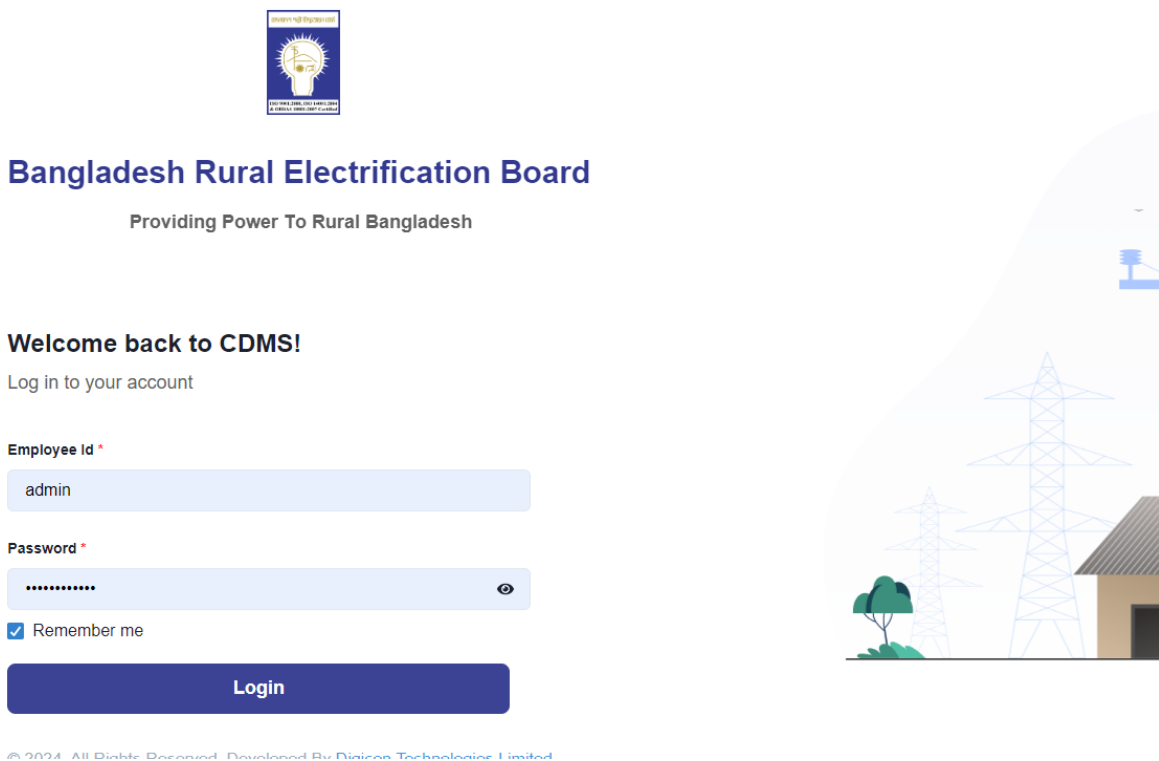


Figure no 7.3.5 : System won't save the info

7.4. Office Dashboard:

There are 4 sections in this Dashboard Assigned Ticket, My Office Ticket, Associated CC Ticket, Associate CC list. According to my UAT of BREB CDMS in this Dashboard there are pass and fail cases.

Test Area	Test Case	Observation	Test Result
Office Dashboard	Office dashboard - Associated CC tickets	The column named Time From Ticket Report list, should be more Specific like, Ticket Create time	Pass

The screenshot displays the BREB Office Dashboard. On the left is a sidebar with the BREB logo and navigation links: 'Office Panel', 'My Office Tickets', and 'Office User'. The main content area is titled 'Office Dashboard / Associated Complain Centers' and 'Dhaka PBS - 1 || Kaliakoir Zonal Office || Kaliakoir Zonal Complain Center'. Below this is a section titled 'Associated CC List' which includes a search bar and a table of complain centers.

ID	NAME	ADDRESS
1	Kaliakoir Zonal Complain Center	---
21	Benupur Complain Center	---
22	Hizol Hati Complain Center	---
23	Kanchanpur Complain Center	---
24	Talaboho Complain Center	---

Figure no 7.4.1 : Column name should be more Specific

Test Area	Test Case	Observation	Test Result
Office Dashboard	Associated CC list - Total books - Action - View	View Page not working	Fail

There is an action button for each user when you go to the Total Book in the Associated CC list of the Office dashboard. Total 3 actions have been added in it Edit, View, Delete. While editing and deleting the page shows properly but when clicking on the view the details do not show. According to my UAT this is a fail case.

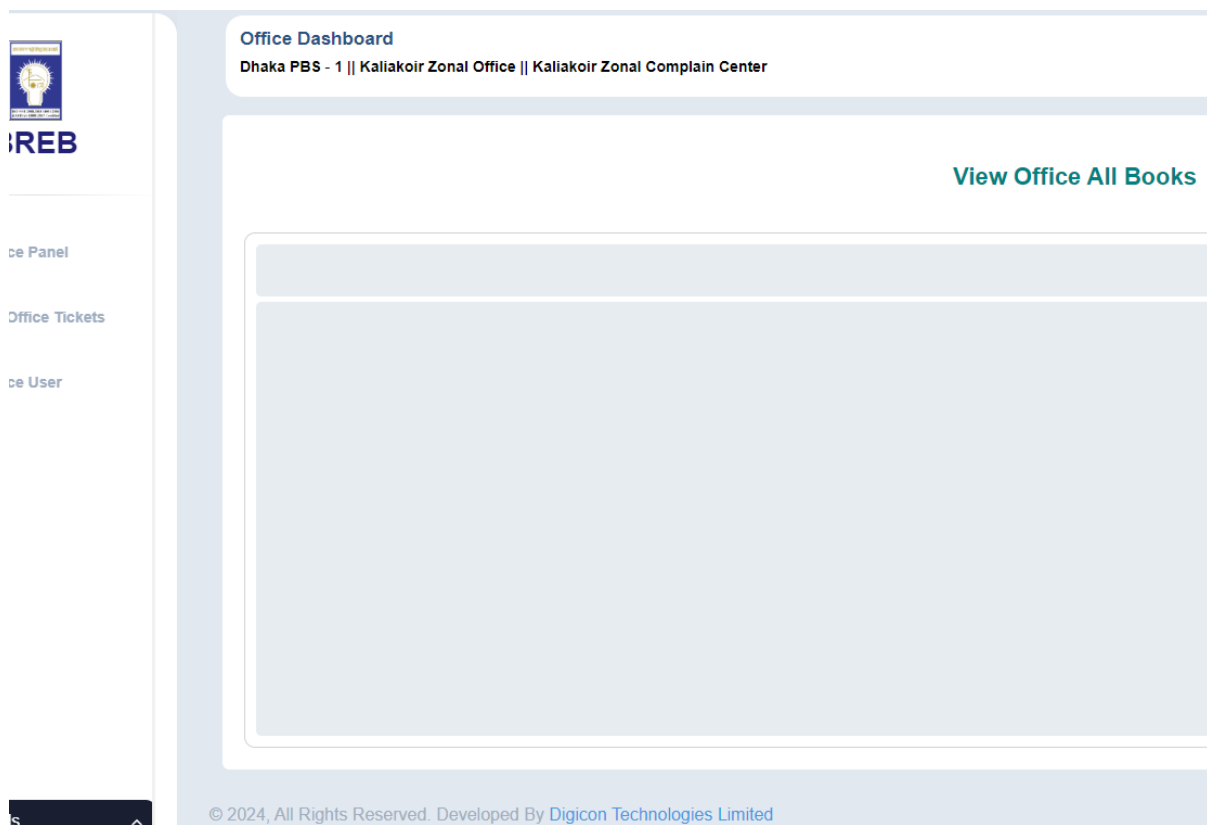


Figure no 7.4.2 : View Page not working

Test Area	Test Case	Observation	Test Result
Office Dashboard	Associated CC list - Total books - Add Book - Book Number - Add Button - Submit	After typing any book number that is not 3 digit and click add button, system will show a invalid notification-> error message should be more specific	Fail

According to my UAT, click on the total book in the section called Associated CC List of office dashboard and the book can be added again. In that case, the system notifies if the code is valid after filling the required field and clicking on the submit button. If this notification is a little more specific, it will be easier for the user to understand that the system is not releasing the code due to an error.

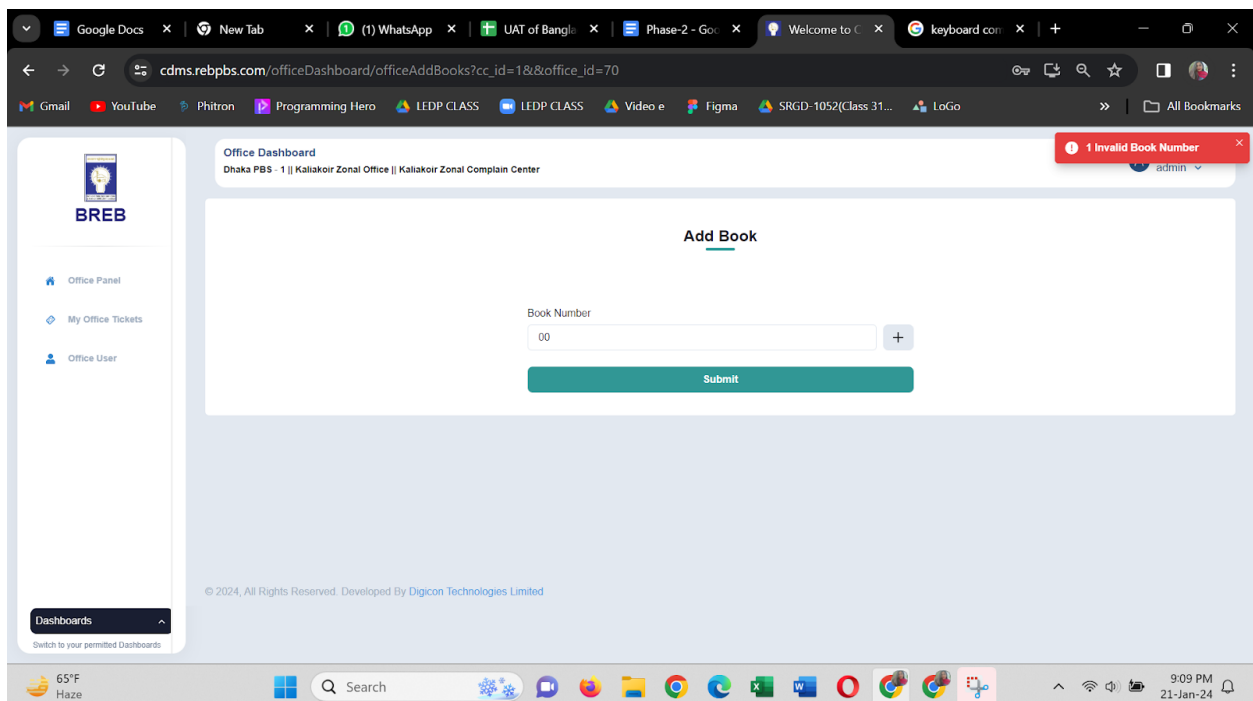


Figure no 7.4.3 : Error message should be more specific.

Test Area	Test Case	Observation	Test Result
Office Dashboard	Office User - Action - Change Status	Showing popup notification for change status	Pass

According to my UAT, there is a section named Office Your in the Office Dashboard, click on it to see the list of users. Two statuses are available for each user, Active and Inactive. If there is a need to change the status then the status can be changed and the system will give a notification while doing this change. If the system is giving notification then the system is working properly and if not giving notification then there is some bug and it will be a fail case and need to fix the bug.

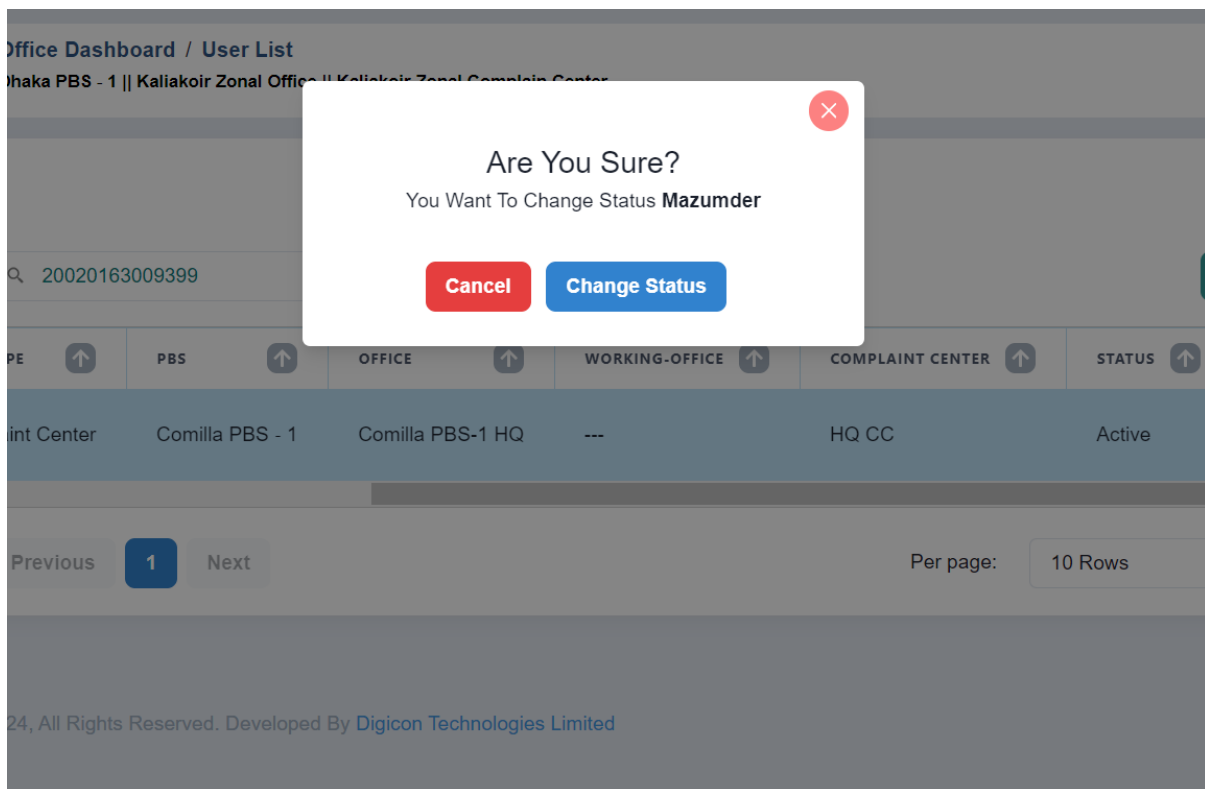


Figure no 7.4.4 : System showing popup notification for change status

Test Area	Test Case	Observation	Test Result
Office Dashboard	Office User - Add User - Fill all required fields - Submit	Password can not be less than 8 characters	Pass

All the required fields should be filled while adding the user in the office dashboard and the password should be 8 characters long. If 8 characters is not long or less then the user cannot be added and the system will notify the user to fill the password correctly. According to my UAT if notify then its a pass case if not then its a fail case

Add User

11111111

Employee Name *

Shamali Mazumder

01759715657

Phone Number *

onal)

National ID (optional)

admin

Birth Date (optional)

dd-----yyyy

User Type *

Complaint Center

Designation (optional)

Designation

Zone/Sub-zone/HQ *

Dinajpur PBS-1 HQ (01)

Complain Center *

Sadar(HQ) Complain Center

1al)

Password *

dlglI

Password must be at least 8 characters long

Confirm Password *

dlglI

Password must be at least 8 characters long

onal)

Permanent Address (optional)

Enter Permanent Address

3SS

Submit

Back

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Figure no 7.4.5 : Password can not be less than 8 characters

7.5. Dispatcher Panel: There are a total of 14 panels in this Dispatcher patch panel: New Ticket, My ticket, Dispatched Ticket, CC Open ticket, Assigned Ticket, Assign to Field Force, Field Force open ticket, FF Zone Completed, Field Force Failed, Transfer to Zone, Zone Open, CC Open/Resolve Ticket, Closed Ticket, Invalid Ticket, Reopened Ticket.

Test Area	Test Case	Observation	Test Result
Dispatcher Panel	Create a ticket from agent panel ticket will come New ticket section	After open the ticket from New ticket section the will go to My ticket section	Pass

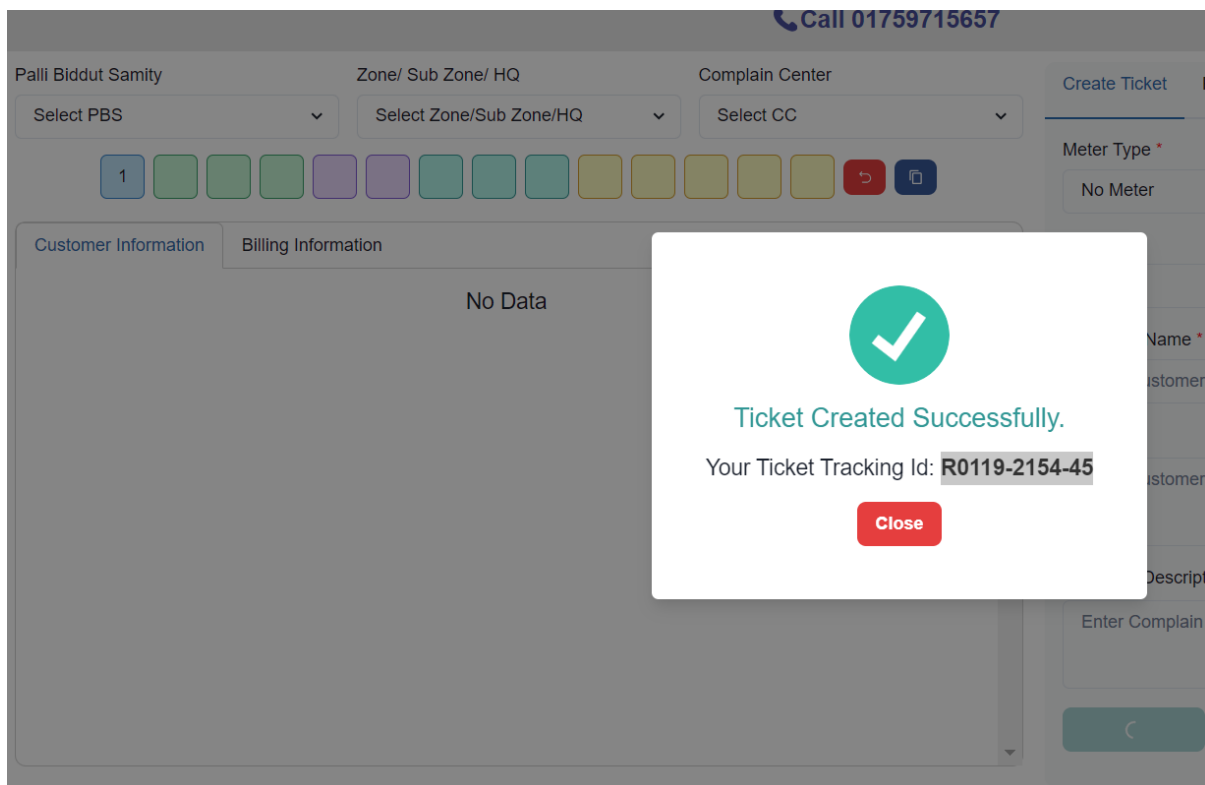


Figure no 7.5.1: Ticket Creation

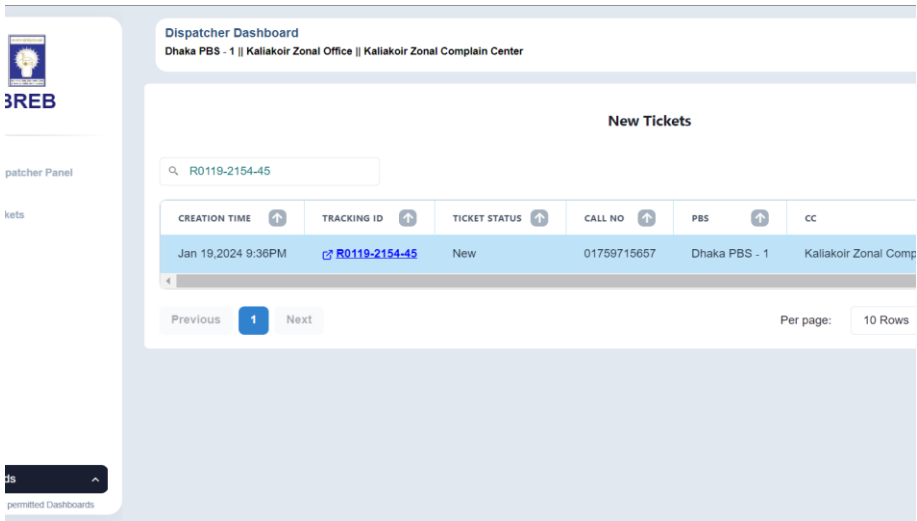


Figure no 7.5.2 : Ticket Creation

Test Area	Test Case	Observation	Test Result
Dispatcher Panel	Dispatcher Panel - Tickets - Refresh	Refresh Button is not working	Pass

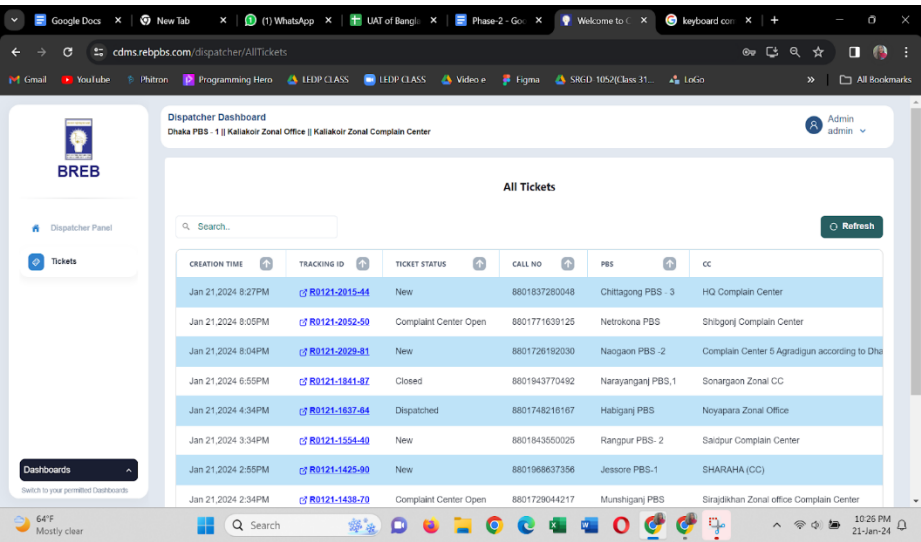


Figure no 7.5.3 : Refresh Button is not working

Test Area	Test Case	Observation	Test Result
Dispatcher Panel	New Tickets - Click on any ticket - Close Invalid Tickets	Showing Popup after close ticket	Pass

To close a ticket from the Dispatcher panel, open a ticket by going to the New Ticket section and searching for a ticket. Add a comment when closing. In this case, the comment must be added. According to my UAT if the comment add option comes then it is a pass case. If the option does not appear then it is a fail case.

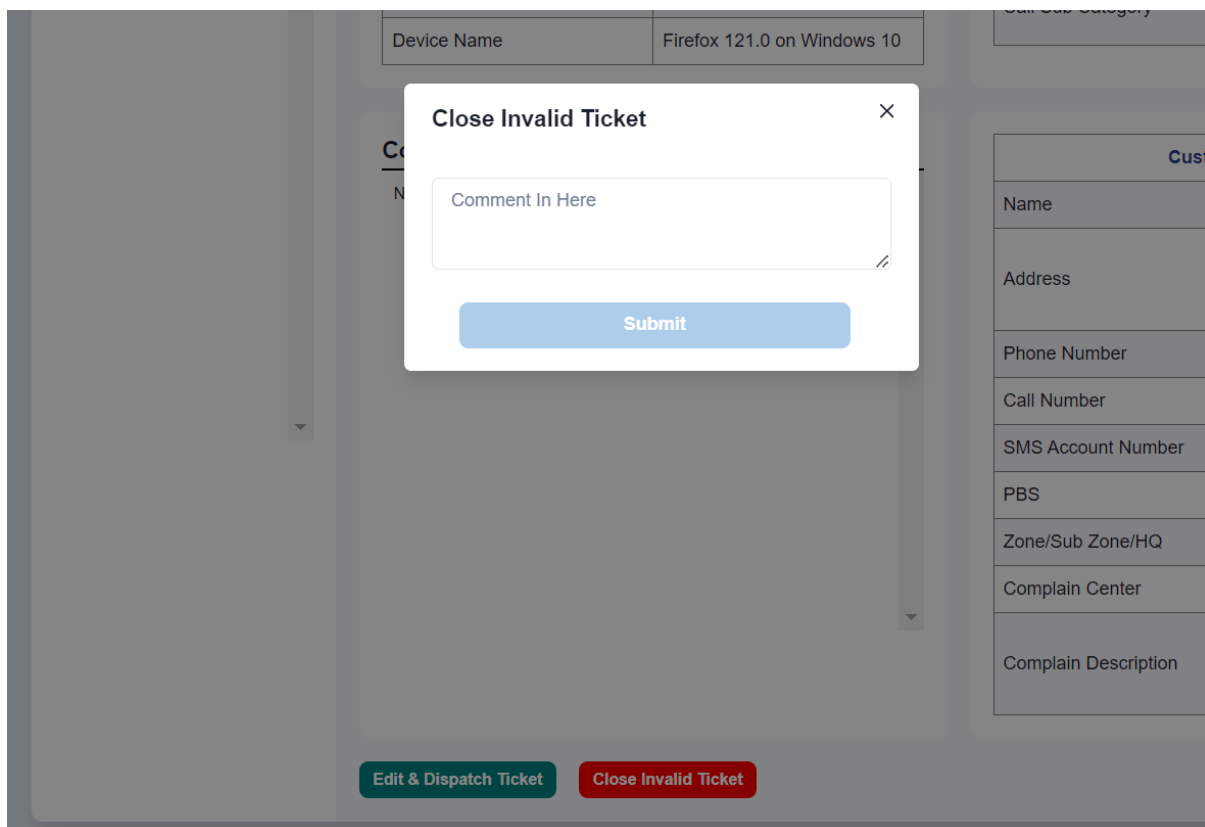


Figure no 7.5.4 : System showing Popup after close ticket

Test Area	Test Case	Observation	Test Result
Dispatcher Panel	Edit & Dispatch Ticket - Fill Required field - Dispatch Button	Adding comment is must to dispatch or edit	Pass

To Edit & Dispatch Ticket from the Dispatcher panel, open a ticket by going to the New Ticket section and searching for a ticket. Add a comment when Edit & Dispatch . In this case, the comment must be added. According to my UAT if the comment add option comes then it is a pass case. If the option does not appear then it is a fail case.

Ticket Timeline

- New by MD. Nazrul Islam
Jan 21, 2024 8:27PM
- Dispatcher Open by Admin
Jan 21, 2024 10:33PM

Update Ticket Tracking ID: #R0121-2015-44

PBS * Chittagong PBS - 3 Zone/SubZone/HQ * HQ

Call Type * Complaint Call Category * Shut down

Customer Name * Sabit Customer N 880183

Address Dist- chittagong Thana -Luhagora Vill- Bibibila Union -Chorombba Complain D The custo am.

Dispatcher Comment * Write your Comment here.. comment is required Previous C

Dispatch

Figure no 7.5.5 : Adding comment is must to dispatch or edit

Test Area	Test Case	Observation	Test Result
Dispatcher Panel	Dispatcher Panel - Closed Tickets - Click on Any ticket	First column name should be more specific like Ticket Creation Time or creation time	Pass

For some specification, in the closed ticket list from the Dispatcher panel, open a ticket by searching with Ticket ID for a ticket. List names should be more specific . In this case, the time name must be added as creation time. According to my UAT I have noted some of the observations that will make the system more user friendly .



BREB

Dispatcher Panel

Tickets

Dashboards

Dispatcher Dashboard

Dhaka PBS - 1 || Kaliakoir Zonal Office || Kaliakoir Zonal Complain Center

Search..

TIME	TRACKING ID	TICKET STATUS	CALL NO
Jan 21,2024 11:05PM	R0121-2331-29	Closed	88018244493
Jan 21,2024 10:41PM	R0121-2234-19	Closed	88019854510
Jan 21,2024 10:32PM	R0121-2216-59	Closed	88019206796
Jan 21,2024 10:28PM	R0121-2251-41	Closed	88017123766
Jan 21,2024 10:27PM	R0121-2212-77	Closed	88019113526
Jan 21,2024 10:17PM	R0121-2236-44	Closed	88015715018
Jan 21,2024 10:14PM	R0121-2208-78	Closed	88015715018

Figure no 7.5.6 : column name should be more specific

7.6. CC Panel: There are a total of 8 in this CC Panel: My ticket, Dispatched Ticket, CC Open ticket, Assigned Ticket, Assign to Field Force, Field Force open, FF Zone Success, Field Force Failed, Transfer to Zone, Zone Open. According to my UAT in the panel, there are a total 72 test cases ,71 are pass cases and there are 1 fail case.

Test Area	Test Case	Observation	Test Result
-----------	-----------	-------------	-------------

CC Panel	Lead technician open status showing 2 times at ticket timeline section	System should show the status for once	Fail
----------	--	--	------

The screenshot displays the BREC (Bureau of Roadway Engineering and Construction) system interface. On the left, there is a sidebar with the BREC logo and navigation links for 'Dispatcher Panel' and 'Tickets'. The main area shows a ticket timeline with the following entries:

- Completed** by Field Force, Jan 10, 2024 1:02PM
- IP: 103.73.39.9 Device: undefined**
- Technician** by Admin, Jan 10, 2024 1:10PM
- Lead Technician Open** by Field Force, Jan 10, 2024 1:10PM
- Lead Technician Open** by Field Force, Jan 10, 2024 1:10PM
- Failed** by Field Force, Jan 10, 2024 1:11PM

On the right, there is a table with agent information and a comments section.

Agent Name	Admin
Ip Address	103.73.38.8
Device Name	Chrome 120. Windows 10

Comments

- Field Force** Jan 10, 2024 1:11PM: 10241 test 1
- Admin** Jan 10, 2024 1:10PM: 10124 test 1
- Field Force** Jan 10, 2024 1:02PM: 10124 test 1
- Admin** Jan 10, 2024 12:38PM: 10124 test 1
- Admin** Jan 10, 2024 12:13PM:

Figure no 7.6.1 : Lead technician open status showing 2 times at ticket timeline section

Test Area	Test Case	Observation	Test Result
CC Panel	FF/ Zone Success - Click on any Ticketing ID - Transfer Ticket to Respective Zone - Fill the popup field - Submit	Add comment is must	Pass

To Transfer a ticket from the CC Panel, open a ticket by going to the FF/ Zone Success section and searching for a ticket. Add a comment when Transfer. In this case, the comment must be added. According to my UAT if the comment add option comes then it is a pass case. If the option does not appear then it is a fail case

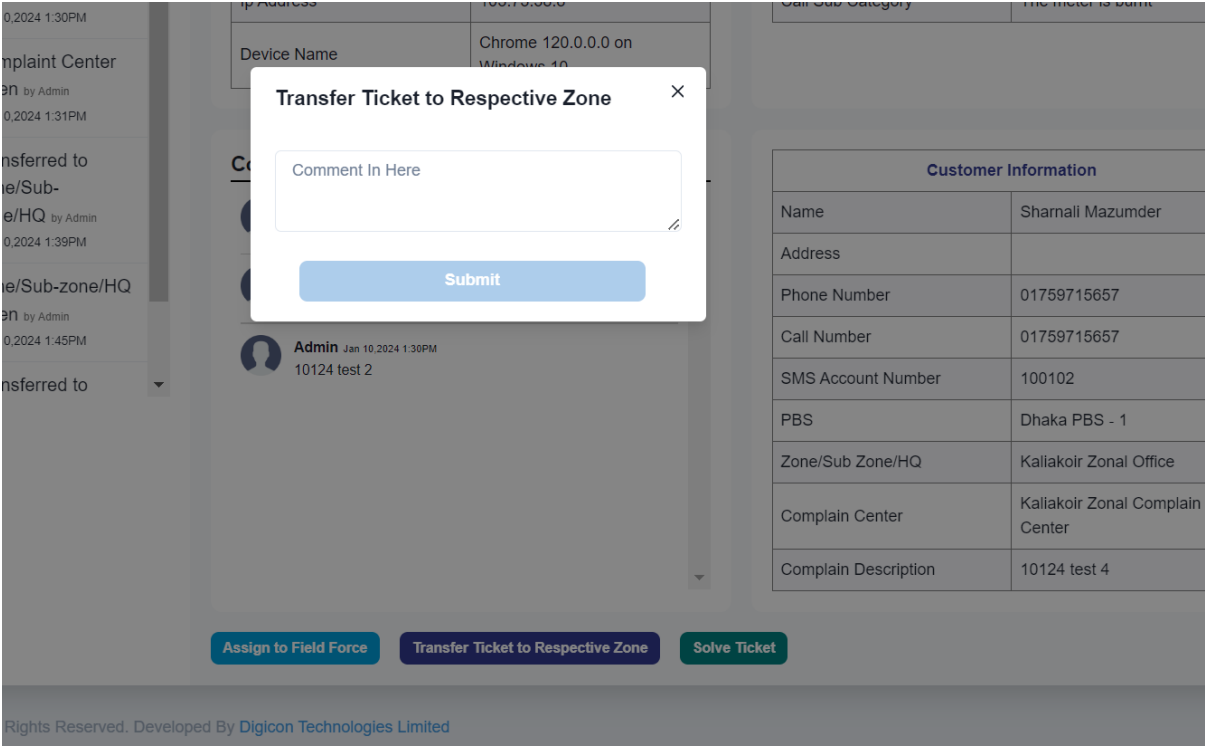


Figure no 7.6.2 : Adding a comment is must to transfer the ticket

Test Area	Test Case	Observation	Test Result
CC Panel	FF/ Zone Success - Click on any Ticketing ID - Solve Ticket - Fill Solve Ticket field - Submit	Add comment is must	Pass

To Solve a ticket from the CC Panel, open a ticket by going to the FF/ Zone Success section and searching for a ticket. Add a comment when Solve a ticket. And the ticket will go to the Resolve ticket section. In this case, the comment must be added. According to my UAT if the comment add option comes then it is a pass case. If the option does not appear then it is a fail case.

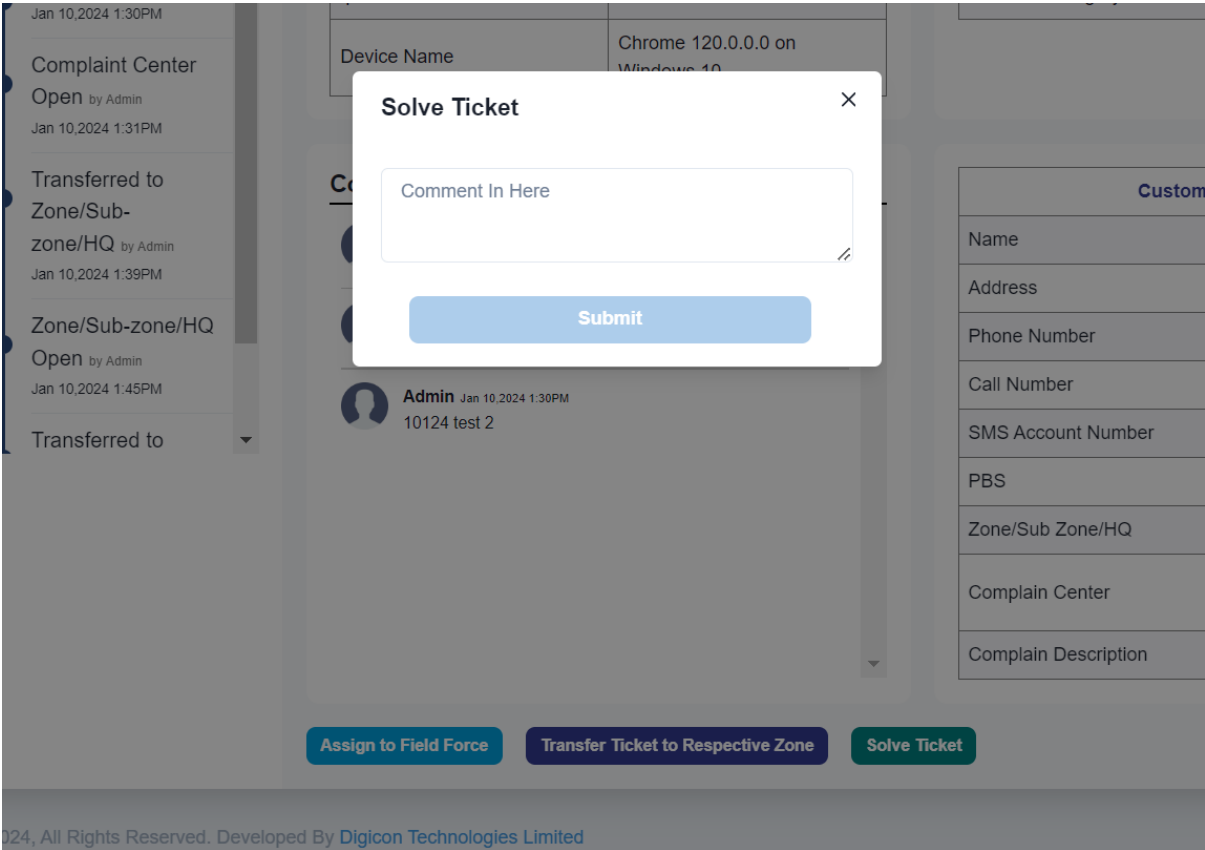


Figure no 7.6.3 : Adding a comment is must to Solve the ticket

Test Area	Test Case	Observation	Test Result
CC Panel	FF/ Zone Success - Click on any Ticketing ID - Assign Ticket - Fill Assign ticket fields - Submit	Add comment is must	Pass

To Assign a ticket from the CC Panel, open a ticket by going to the FF/ Zone Success section and searching for a ticket. Add a comment and Field Force section. When Assigning a ticket to field force the ticket will go to the Assign to FF zone section. In this case, the comment must be added. According to my UAT if the Field Force and comment add option comes then it is a pass case. If the option does not appear then it is a fail case.

The screenshot displays a web application interface for ticket management. A modal window titled "Assign to Field Force" is open, featuring a dropdown menu with "Field Force (LT0001)" selected, a text input field containing "For testing", and a blue "Submit" button. In the background, a "Customer Information" table is visible, containing details for a customer named Sharnali Mazumder. At the bottom of the interface, there are three buttons: "Assign to Field Force", "Transfer Ticket to Respective Zone", and "Solve Ticket".

Customer Information	
Name	Sharnali Mazumder
Address	
Phone Number	01759715657
Call Number	01759715657
SMS Account Number	100102
PBS	Dhaka PBS - 1
Zone/Sub Zone/HQ	Kaliakoir Zonal Office
Complain Center	Kaliakoir Zonal Compla Center
Complain Description	10124 test 4

Figure no 7.6.4 : Adding a comment is must to Assign the ticket

Test Area	Test Case	Observation	Test Result
-----------	-----------	-------------	-------------

CC Panel	Open the ticket from App - Ticket will come at Field force open section	Ticket status will be Lead technician open	Pass
----------	---	--	------

After assigning the ticket from FF zone Fail section to Field Force section , the ticket will go to the App which is BREB Field Force app, when the ticket will open from the Field Force App the Admin can check the ticket status that the ticket opened or not . At that time the ticket status will be Field Force Open after opening the ticket from the Field Force App.

IOARU
National Office || Kaliakoir Zonal Complain Center

Admin
admin

Ticket ID: R0104-1757-14
Valid

Lead Technician Open

Agent Information	
Agent ID	admin
Agent Name	Admin
Ip Address	103.73.38.8
Device Name	Chrome 120.0.0.0 on Windows 10

Wrap Up	
Call Type	Complaint
Call Category	Short circuit
Call Sub Category	Sparking in power lines

Comments

- Admin** Jan 4, 2024 5:46PM
for testing
- Field Force** Jan 4, 2024 5:45PM
For testing

Customer Information	
Name	Mazumder
Address	
Phone Number	01759715657
Call Number	01759715657

Figure no 7.6.5 : Ticket status will be Lead technician open after field force open

7.7. PBS Dashboard: There are a total of 5 sections in this PBS Dashboard. According to my UAT in the panel, there are a total 84 test cases ,77 are pass cases and there are 7 fail cases.

Test Area	Test Case	Observation	Test Result
PBS Dashboard	All User - Action - Change Status	Showing popup notification for changing status	Pass

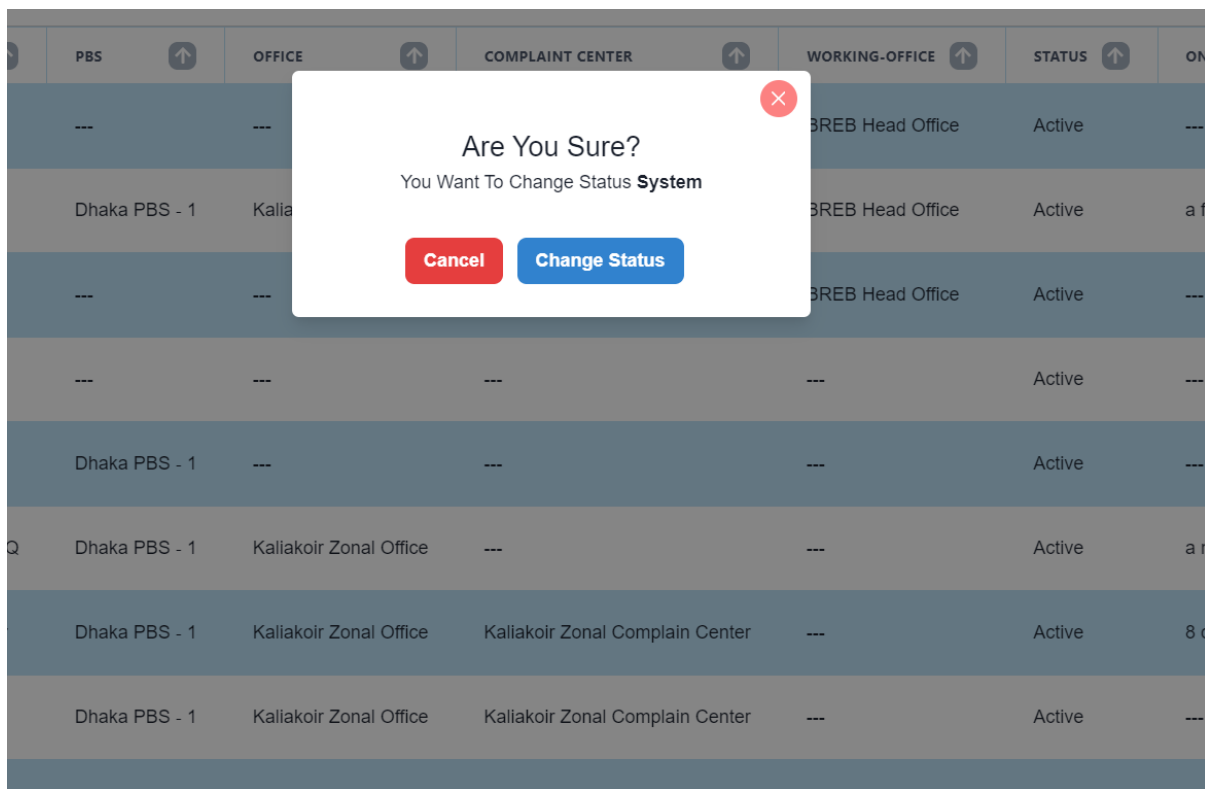


Figure no 7.7.1 : Showing popup notification for changing status

Test Area	Test Case	Observation	Test Result

PBS Dashboard	All User - Add User - Fill all required fields - Submit	Not showing all required fields at a time before filling all fields and click on Submit button	Fail
---------------	---	--	------

According to my UAT in this PBS Dashboard, there is a section named All user . In this All User list there is an option to Add a user . To add a user in this Add User in PBS Panel there are some required fields to fill with valid info of a user. After filling all fields and clicking on the submit button, users can not be added through the system . System notifying that Optional field should be filed to add a user and that is a bug . So I made a fail case for this problem and added an observation.

The screenshot shows the 'Add Users In PBS Panel' form. The form has a sidebar on the left with the BREG logo and navigation links for 'PBS Panel', 'All Tickets', and 'All User'. The main content area is titled 'Add Users In PBS Panel' and contains the following fields:

- Employee ID * (text input)
- Employee Name * (text input, with error: 'The Name field is required.')
- Phone Number * (text input, with error: 'The Phone Number field is required.')
- Employee Email (optional) (text input)
- National ID (optional) (text input, value: 'admin')
- Birth Date (optional) (text input, value: 'dd-yyy')
- Gender (optional) (dropdown menu)
- User Type * (dropdown menu, with error: 'The user type field is required.')
- Designation (optional) (text input)
- Office Location (optional) (dropdown menu)
- Password * (password input, with error: 'The Password field is required.')
- Confirm Password * (password input)
- Present Address (optional) (text input)
- Permanent Address (optional) (text input)

Figure no 7.7.2 : Not showing all required fields at a time

Test Area	Test Case	Observation	Test Result
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PBS Dashboard	PBS Users - Permission - Close	Showing all permission	Pass
---------------	--------------------------------	------------------------	------

The PBS dashboard has a section called PBS user. From this section, click on the user's ID to see the user's detailed information. Under which PBS, under which Cc, under which HQ, what access permission does that user have and what role does he play. To check his permission access, click on the ID and go to see all permission to see his access permission. Since this permission check is done without any trouble, it is a pass case According to my UAT.

The screenshot shows a user profile page with a modal titled "All Permission" open. The modal lists the following permissions:

- Ticket Read
- Dispatcher Panel Read
- Admin Panel Read
- Agent Panel Read

The modal has a "Close" button in the bottom right corner. Below the modal, the user profile form is visible, showing fields for Personal Information (Full Name, Date of Birth), Address (Present Address: N/A, Permanent Address: N/A), Contact Information (Phone Number: N/A, Email: N/A), and Additional Information (Status: Active, Status Reason: First Time Active). There are buttons for "See All Permission" and "See Role" above the address field.

Figure no 7.7.3 : Showing all permission

Test Area	Test Case	Observation	Test Result
PBS Dashboard	Zone User - Click on any Name - Role - Close	Showing all roles	Pass

The PBS dashboard has a section called Zone user. From this section, click on the user's ID to see the user's detailed information. Under which PBS, under which Cc, under which HQ, what access permission does that user have and what role does he play. To check his Role, click on the ID and go to see all Roles to see his Role. Since this Role check is done without any trouble, it is a pass case according to my UAT.

The screenshot shows a user profile page with a modal window titled "Role" open. The modal lists the role "Dispatcher" and has a red "Close" button. The background page is partially visible, showing fields for "Date of Birth" (Jan 1st 1990), "Gender" (N/A), and a "See Role" button. The page also includes a "Permission" section with an eye icon and an address field showing "Address: Dhaka, Bangladesh".

Figure no 7.7.4 : Showing all Roles

Test Area	Test Case	Observation	Test Result
PBS Dashboard	PBS User - Actions	Showing 6 actions	Pass

The PBS dashboard has a section called PBS Your. A list of PBS users in this section contains all PBS users information details ID wise. There will be an action button for each ID. Where total 6 actions can be taken View, Login, Change Status, Edit User, Assign Permission, Assign Role, Delete User. If these 6 actions can be taken on clicking the Action button then it is a pass case according to my UAT

The screenshot displays a web application interface for managing PBS users. It features a table with columns for user details and a status. A dropdown menu is open, showing six actions: View, Login Devices, Change Status, Edit User, Assign Permissions, Assign Role, and Delete User. The interface includes pagination controls at the bottom, showing page 1 of 383, and a footer with copyright information for Digicon Technologies Limited.

---	---	---	BREB Head Office	Active	---	⋮
---	---	---	---	Active	---	⋮
Dhaka PBS - 1	---	---	---	Active	⋮	View Login Devices Change Status Edit User Assign Permissions Assign Role Delete User
Dhaka PBS - 1	Kaliakoir Zonal Office	---	---	Active	---	⋮
Dhaka PBS - 1	Kaliakoir Zonal Office	Kaliakoir Zonal Complain Center	---	Active	---	⋮
Dhaka PBS - 1	Kaliakoir Zonal Office	Kaliakoir Zonal Complain Center	---	Active	---	⋮
---	---	---	BREB Head Office	Active	---	⋮
---	---	---	BREB Head Office	Active	---	⋮

Previous 1 2 383 Next

Per page: 10 Rows Showing 1 to 10 of 3821 entries

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Figure no 7.7.5 : Showing 6 actions for PBS user

7.8. Authority Dashboard: According to my UAT There are a total of 6 sections and 11 categories in this Authority Dashboard. According to my UAT in the panel, there are a total of 85 test cases , 76 are pass cases and 9 fail cases.

Test Area	Test Case	Observation	Test Result
Authority Dashboard	Subzone Users - Click on any Name - Permission	System will show all given Permission	Pass

The Authority Dashboard has a section called Subzone Users. From this section, click on the user's Name to see the user's detailed information. Under which PBS, under which Cc, under which HQ, what access permission does that user have and what role does he play. To check his permission access, click on the Name and go to see all permission to see his access permission. Since this permission check is done without any trouble, it is a pass case According to my UAT.

The screenshot shows a user profile interface. At the top, there is a modal window titled "All Permission" with a list containing "Complaint Center Panel Read" and a red "Close" button. Below the modal, the "Personal Information" section is visible. It includes fields for "Full Name" (Ali Akbar), "Date of Birth" (N/A), "National ID Number" (N/A), and "Gender" (N/A). There are two buttons: "See All Permission" and "See Role". At the bottom, the "Address" section shows "Present Address: N/A" and "Permanent Address: N/A".

Figure no 7.8.1 : System will show all given Permission For Subzone user

Test Area	Test Case	Observation	Test Result
Authority Dashboard	Authority Admin - Total Field Force	Showing Authority Dashboard and all Authority section	Pass

In this Authority Dashboard there are 6 sections and 11 sub sections named Total PBS, PBS User, Total Zone, Zone User, Total Sub Zone , Subzone User, Total HQ, HQ User, Total CC, CC Users, Total Field Force. By clicking on Authority Dashboard from Admin Homepage system will show all section and subsections of Authority Dashboard.

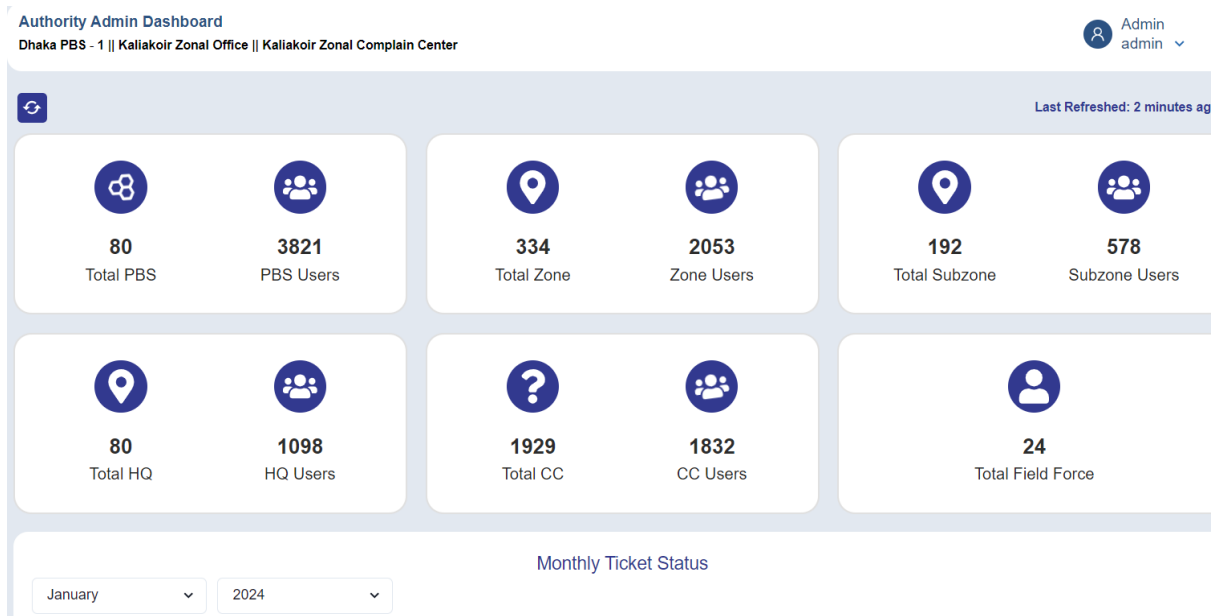


Figure no 7.8.2 : System will show all Authority section

Test Area	Test Case	Observation	Test Result
Authority Dashboard	Total Field Force - Click on any Name - Role - Close	Showing all Role for Field force User	Pass

The Authority Dashboard has a section called Total Field Force. From this section, click on the user's Name to see the user's detailed information. Under which PBS, under which Cc, under which HQ, what access permission does that user have and what role does he play. To check his Role, click on the Name and go to see all Roles to see his Role. Since this Role check is done without any trouble, it is a pass case according to my UAT.

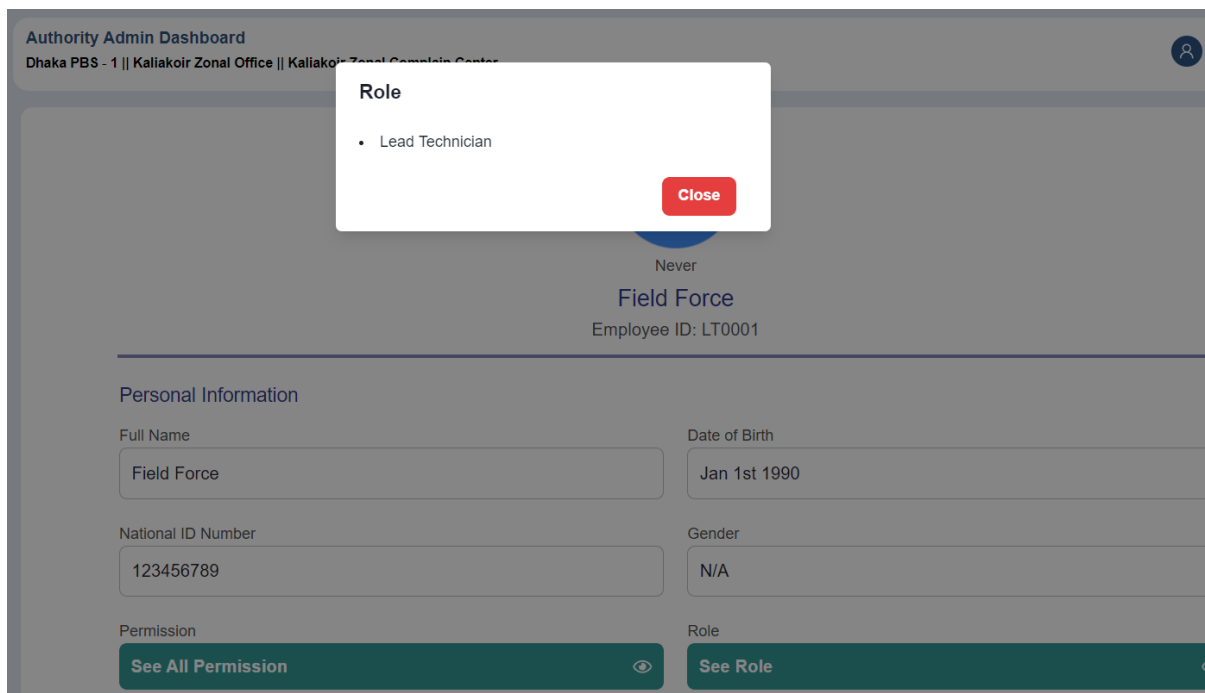


Figure no 7.8.3 : System will show all Role for a Field Force User

Test Area	Test Case	Observation	Test Result
Authority Dashboard	Total Field Force - Refresh	Refresh Button not working	Fail

If you search by typing the name in the search bar on the Authority dashboard, it will show that specific user and if you click on the refresh button, the page will be refreshed and taken back to the previous list. But after searching in the total field force section of the Authority dashboard and clicking on the refresh button, the page does not refresh. So this is a fail case according to my UAT.

The screenshot shows the Authority Admin Dashboard for BREG. The main section is titled "User List (Field Force)" and contains a table with the following data:

NAME	TYPE	PBS	OFFICE	COMPLAINT CENTER	STATUS	ONLINE
Field Force	Field Force	Dhaka PBS - 1	Kaliakoir Zonal Office	Kaliakoir Zonal Complain Center	Active	---
Mrinal Kanti Biswas	Field Force	---	---	---	Active	---
Md Rakibul Alam	Field Force	Dhaka PBS - 4	Head Quarter	Aganagar CC	Active	---
Md Hero Mia	Field Force	Dhaka PBS - 1	Dhaka PBS HQ	HQ Complain Center	Active	---
A.K.M. Zahid Hossain	Field Force	Dhaka PBS - 1	Dhaka PBS HQ	HQ Complain Center	Active	---
Pronab Kumar Datta	Field Force	Dhaka PBS - 1	Dhaka PBS HQ	HQ Complain Center	Active	---
Md. Mojibur Rahman	Field Force	Dhaka PBS - 1	Dhaka PBS HQ	HQ Complain Center	Active	---
Ananta Sarder	Field Force	Dhaka PBS - 1	Dhaka PBS HQ	HQ Complain Center	Active	---

The dashboard also includes a sidebar with navigation links: Office Dashboard, Admin Dashboard, Dispatcher Panel, CC Dashboard, PBS Dashboard, Authority Dashboard, and Partial Authority. A "Dashboards" dropdown menu is at the bottom of the sidebar. The top right corner shows the user "Admin admin" and a "Refresh" button is located at the top right of the table.

Figure no 7.8.4 : Refresh Button not working

Test Area	Test Case	Observation	Test Result
Authority Dashboard	HQ Users - Page Customization	System will allow to show 10, 20,30 row select wise	Pass

For Page customization there are 3 options that the user wants to see 10 tickets or 20 tickets or 30 tickets at a time .When i select 10 Rows the system shows 10 rows , if i select 20 then the system shows 20 rows at a time so According to my UAT it is a Pass case.

The screenshot shows a web application interface for 'BREB'. On the left is a sidebar with navigation links: Office Dashboard, Admin Dashboard, Dispatcher Panel, CC Dashboard, PBS Dashboard, Authority Dashboard, and Partial Authority. The main content area displays a table of users. The table has columns for user name, role, location, and status. A dropdown menu is open at the bottom right of the table, showing options for 'Per page: 10 Rows, 20 Rows, 50 Rows'. The '20 Rows' option is selected. The table shows 24 entries, with the first 20 visible. The footer of the application indicates '© 2024, All Rights Reserved. Developed By Digicon Technologies Limited'.

Name	Field Force	Dhaka PBS - 1	Dhaka PBS HQ	HQ Complain Center	Active
Md. Saddam Hossain	Field Force	Dhaka PBS - 1	Dhaka PBS HQ	HQ Complain Center	Active
Md. Ripon Mondal	Field Force	Dhaka PBS - 4	Head Quarter	Aganagar CC	Active
Rajib Sharma	Field Force	Dhaka PBS - 4	Head Quarter	Aganagar CC	Active
Md. Abul Kalam Ajad	Field Force	Dhaka PBS - 4	Head Quarter	Aganagar CC	Active
Md. Mamun Shah	Field Force	Dhaka PBS - 4	Head Quarter	Aganagar CC	Active
Mostafijur Rahman Jahid	Field Force	Dhaka PBS - 4	Head Quarter	Head Quarter CC	Active
Md. Rowshan Ali	Field Force	Dhaka PBS - 4	Head Quarter	Head Quarter CC	Active
Mohammad Abdur Rahim	Field Force	Dhaka PBS - 4	Head Quarter	Head Quarter CC	Active
Md. Sarowar Hossain	Field Force	Dhaka PBS - 4	Head Quarter	Head Quarter CC	Active
Sawpan Kumar Kar	Field Force	Dhaka PBS - 4	Head Quarter	Konakhola CC	Active
Md. Manjil Hossain	Field Force	Dhaka PBS - 1	Dhaka PBS HQ	HQ Complain Center	Active

Figure no 7.8.5 : Page Customization Action

7.9. Partial Authority Dashboard: According to my UAT There are a total of 6 sections and 11 categories in this Partial Authority Dashboard. According to my UAT in the panel, there are a total of 85 test cases , 73 are pass cases and 12 fail cases.

Test Area	Test Case	Observation	Test Result
Partial Authority Dashboard	Partial Authority Panel - PBS User	System will Show all section of partial authority	Pass

In this Partial Authority Dashboard there are 6 sections and 11 sub sections named Total PBS, PBS User, Total Zone, Zone User, Total Sub Zone , Subzone User, Total HQ, HQ User, Total CC, CC Users, Total Field Force. By clicking on Authority Dashboard from Admin Homepage system will show all sections and sub sections of Authority Dashboard.

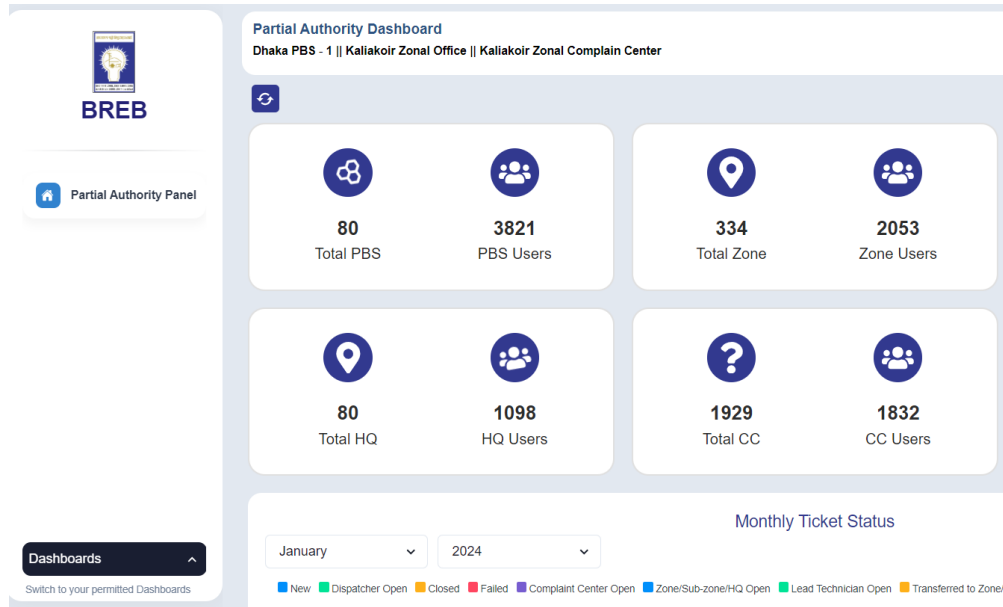


Figure no 7.9.1 : All section of partial authority

Test Area	Test Case	Observation	Test Result
Partial Authority Dashboard	Partial Authority Panel - Zone User - Click on any Name	System will Show User details	Pass

The Partial Authority Dashboard has a section called Zone User . From this section, click on the user's Name to see the user's detailed information. Under which PBS, under which Cc, under which HQ, what access permission does that user have and what role does he play.. Since this Action is done without any trouble, it is a pass case according to my UAT.

Zone Users

Refresh

EMPLOYEE ID	NAME	TYPE	OFFICE NAME	STATUS	ONLINE
admin	Admin	Admin	Kaliakoir Zonal Office	Active	2024-01-22 09:08:11
ZONE0001	Zone - Concerned	Zone/SubZone/HQ	Kaliakoir Zonal Office	Active	2023-12-11 15:51:45
CC0001	CC - Concerned	Complaint Center	Kaliakoir Zonal Office	Active	2024-01-14 11:59:09
LT0001	Field Force	Field Force	Kaliakoir Zonal Office	Active	---
19981163006472	Md Kamal Hosen Sikder	Complaint Center	Lalmohon Zonal Office (LMZO)	Active	---
19881138002581	Md Aminuzzaman Khan	Complaint Center	Kaliakoir Zonal Office	Active	2023-12-02 11:51:04
20030263008171	Ajoy Kumer Sheel	Complaint Center	Kaliakoir Zonal Office	Active	2023-11-21 13:52:59
20130238002281	Md Nashir Uddin	Complaint Center	Chandra Zonal Office	Active	2023-12-02 11:39:19

Figure no 7.9.2 : System Showing User details

Test Area	Test Case	Observation	Test Result
Partial Authority Dashboard	Zone User - Page Customization	System will allow to show 10, 20,30 row select wise	Pass

In this Partial Authority Dashboard there are a section named Zone User .In this section , For Page customization there are 3 options that the user wants to see 10 tickets or 20 tickets or 30 tickets at a time .when i select 10 Rows the system shows 10 rows , if i select 20 then the system shows 20 rows at a time so According to my UAT it is a Pass case.

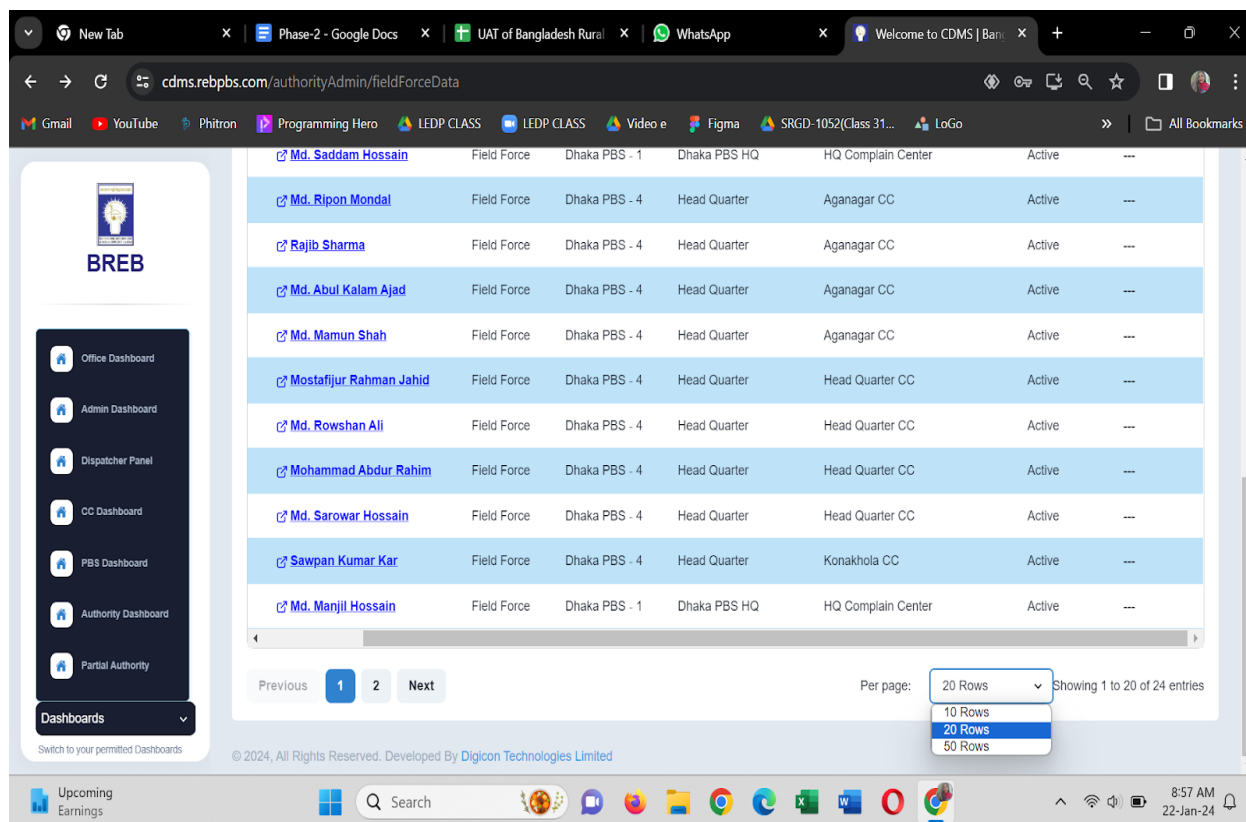


Figure no 7.9.3 : Page Customization Action

Test Area	Test Case	Observation	Test Result
Partial Authority Dashboard	Partial Authority Panel - HQ User - Click on any Name - Permission - Close	System will Show all Permission Category	Pass

The Partial Authority Dashboard has a section called HQ User. From this section, click on the user's Name to see the user's detailed information. Under which PBS, under which Cc, under which HQ, what access permission does that user have and what role does he play. To check his

permission access, click on the Name and go to see all permission to see his access permission. Since this permission check is done without any trouble, it is a pass case According to my UAT.

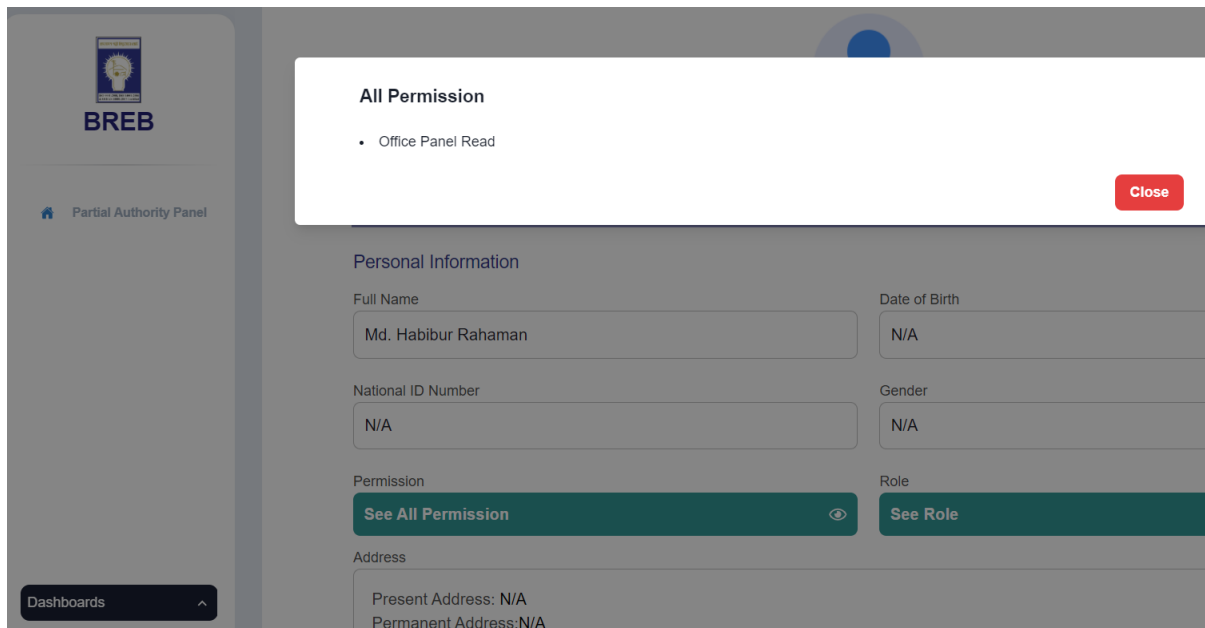
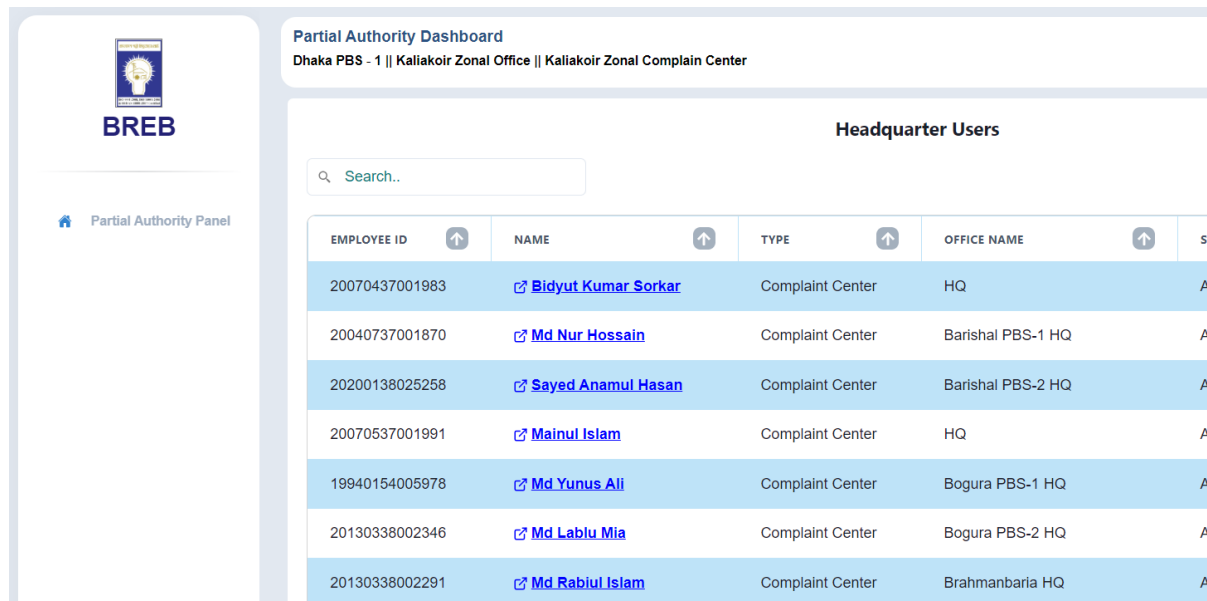


Figure no 7.9.4 : Permission Category of a user

Test Area	Test Case	Observation	Test Result
Partial Authority Dashboard	Partial Authority Panel - HQ User	2nd column name should be User Name , 3rd column name should be CC Type or Complain Centre Type	Pass

The Partial Authority Dashboard has a section called Zone User . From this section, click on the user's Name to see the user's detailed information. Under which PBS, under which Cc, under which HQ, what access permission does that user have and what role does he play.. Since this

Action is done without any trouble, it is a pass case according to my UAT. But there is an Observation that the Name of the list should be more specific like HQ user Name. By this specification the system would be more user friendly.



EMPLOYEE ID	NAME	TYPE	OFFICE NAME	ST
20070437001983	Bidyut Kumar Sorkar	Complaint Center	HQ	Ac
20040737001870	Md Nur Hossain	Complaint Center	Barishal PBS-1 HQ	Ac
20200138025258	Sayed Anamul Hasan	Complaint Center	Barishal PBS-2 HQ	Ac
20070537001991	Mainul Islam	Complaint Center	HQ	Ac
19940154005978	Md Yunus Ali	Complaint Center	Bogura PBS-1 HQ	Ac
20130338002346	Md Lablu Mia	Complaint Center	Bogura PBS-2 HQ	Ac
20130338002291	Md Rabiul Islam	Complaint Center	Brahmanbaria HQ	Ac

Figure no 7.9.5 : System Showing User details

7.10. Admin Dashboard: According to my UAT There are a total of 175 test cases , 146 pass cases and 29 fail cases.

Test Area	Test Case	Observation	Test Result
Admin Dashboard	PBS - HQ - Complain Centre - Total Books - Add book - Enter book number - Add Button - Submit	After typing any book number that is not 3 digit and click add button, system will show a invalid notification-> error message should be more specific	Fail

According to my UAT, click on the total book in the section called Complain Centre of the Admin Dashboard and the book can be added again. In that case, the system notifies if the code is valid after filling the required field and clicking on the submit button. If this notification is a little more specific, it will be easier for the user to understand that the system is not releasing the code due to an error.

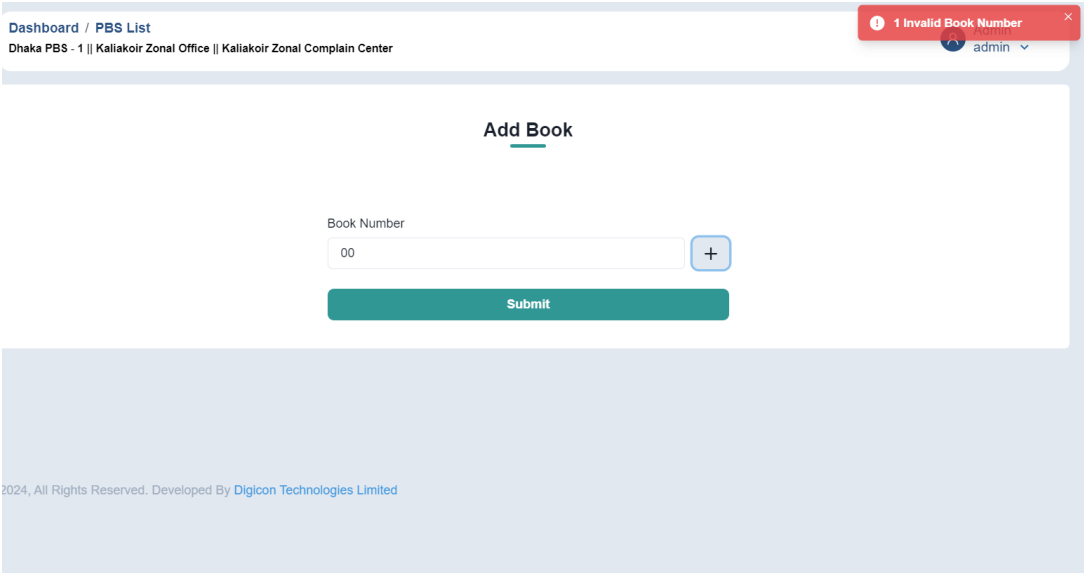


Figure no 7.10.1 : error message should be more specific

Test Area	Test Case	Observation	Test Result
Admin Dashboard	PBS – Sub Zone - Complain Centre - Total Books - Action - Edit - Make Changes - Submit	System will notify that update successful	Pass

BREB CDMS

- Dashboard
- Tickets
- Ticket Download
- PBS
- Call Type
- Users
- VIP Customer

Edit Complain Center

Name: Zirani Sub Zonal Complain Center

Latitude: Enter your Complain Center Latitude..

Longitude: Enter your Complain Center Longitude..

Hotline (optional): Enter hotline number..

Manger Phone (optional): Enter manager phone..

Select District (optional): Enter district id..

Select Division (optional): Enter division id..

Select Upazila (optional): Enter upazila id..

Address: Write your Complain Center address here..

Submit

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Figure no 7.10.2 : error message should be more specific

Test Area	Test Case	Observation	Test Result
Admin Dashboard	PBS – Sub Zone - Complain Centre - Total Books - Action - Delete	Need a popup notification (yes or No) before permanently delete	Fail

There is an action button for each PBS when you go to the Total Book in the PBS – Sub Zone - Complain Centre list of the Admin Dashboard. Total 3 actions have been added in it Edit, View,

Delete. While editing and deleting the page shows properly but when clicking on the Delete, PBS deletes without showing any Popup or any confirmation message . According to my UAT this is a fail case.

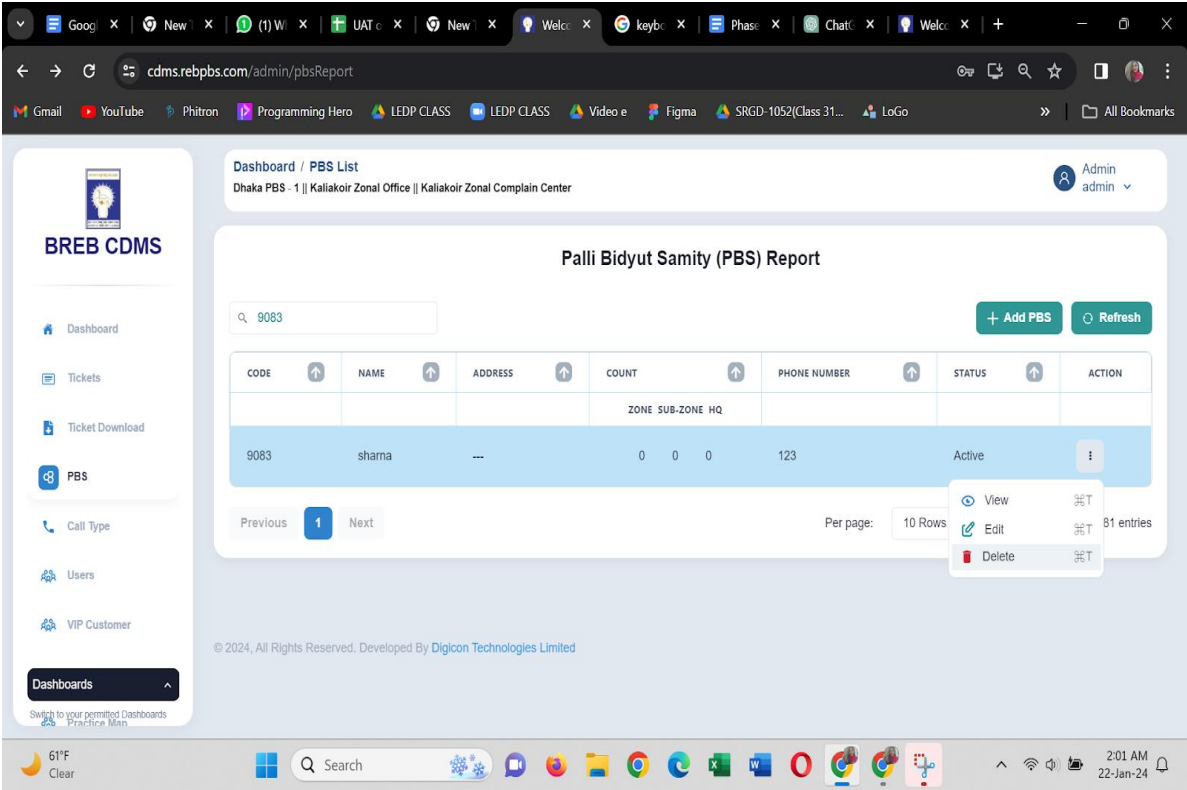


Figure no 7.10.3: Notify before deletion

Test Area	Test Case	Observation	Test Result
Admin Dashboard	PBS - Add PBS- Fill All required fields	Showing Optional Fields are also required	Fail

According to my UAT in this Admin Dashboard, there is a section named All user . In this All User list there is an option to PBS list. To add a PBS in this PBS Panel there are some required fields to fill with valid info of a user. After filling all fields and clicking on the submit button, users can not be added through the system . System notifying that Optional field should be filed to add a user and that is a bug . So I made a fail case for this problem and added an observation.

BREC CDMS

- Dashboard
- Tickets
- Ticket Download
- PBS
- Call Type
- Users
- VIP Customer

Add PBS

Name * Code *

Latitude (optional) Longitude (optional)

Email (optional)

Hotline (optional) Manger Phone (optional) Website (optional)

The hotline field is required. The manager phone field is required. The website field is required.

Select District (optional) Select Division (optional) Select Upazila (optional)

Address (optional)

Submit

Figure no 7.10.4: Showing Optional Fields are also required

Test Area	Test Case	Observation	Test Result
Admin Dashboard	PBS - HQ - Complain Centre - Total Books - Action - View	View Page not working	Fail

There is an action button for each Book when you go to the Total Book in the PBS - HQ - Complain Centre list of the Admin Dashboard. Total 3 actions have been added in it Edit, View, Delete. While editing and deleting the page shows properly but when clicking on the view the details do not show. According to my UAT this is a fail case.

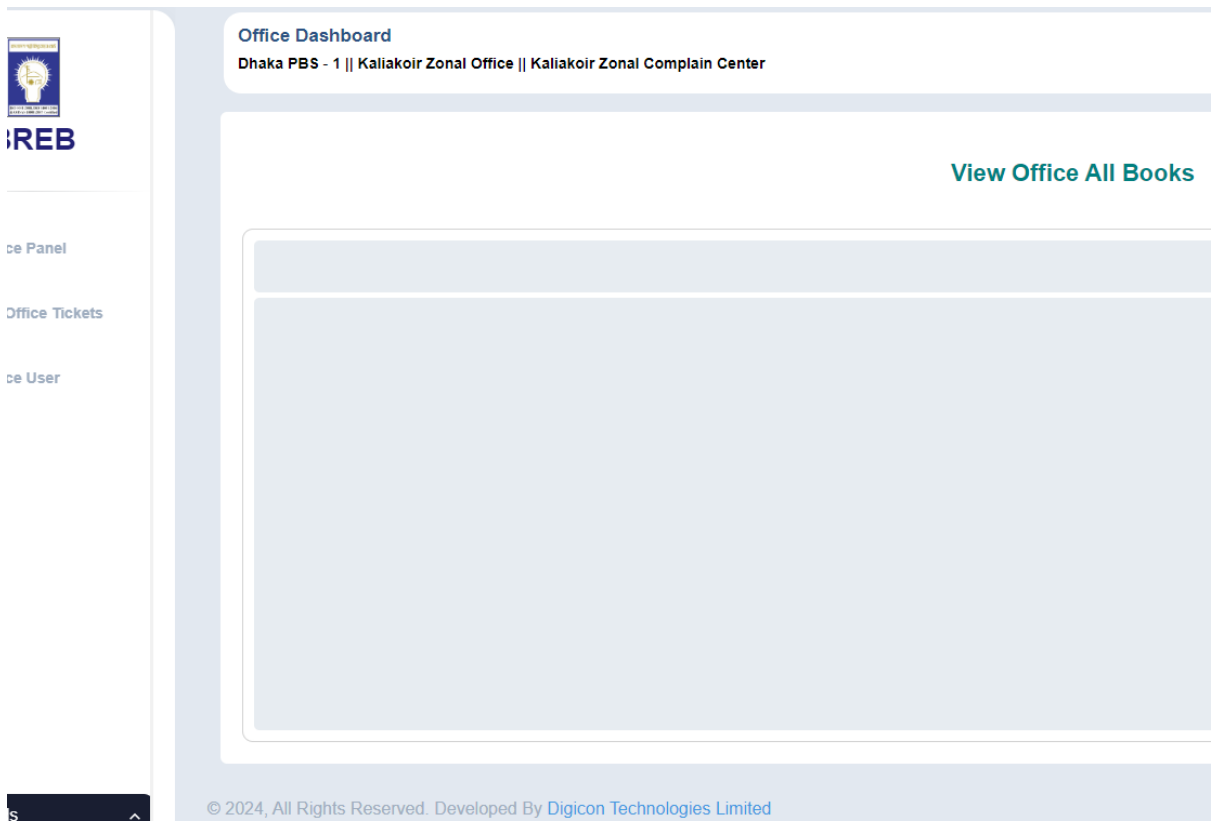


Figure no 7.10.5: View Page not working

7.11. Agent Dashboard: According to my UAT There are a total of 18 test cases , 15 are pass cases and 3 fail cases.

Test Area	Test Case	Observation	Test Result
-----------	-----------	-------------	-------------

Agent Panel	Selecting PBS - Automatically generate Code	By selecting PBS Name, code will generate automatically	Pass
-------------	---	---	------

Code will be generated automatically if you select the name of PBS while creating a ticket in the Agent panel. If the code box is filled then it is a pass case, if not filled then it is a fail case. According to my UAT this is a Pass case as the PBS name is being auto generated as soon as the name is selected.

Figure no 7.11.1 : Code will generate automatically by selecting PBS Name

Test Area	Test Case	Observation	Test Result
-----------	-----------	-------------	-------------

Agent Panel	Typing PBS Code - Automatically generate PBS name	By typing PBS code, PBS Name will generate automatically	Pass
-------------	--	--	------

PBS Name will be generated automatically if you type the Code of PBS while creating a ticket in the Agent panel. If the Name box is filled then it is a pass case, if not filled then it is a fail case. According to my UAT this is a Pass case as the PBS Name is being auto generated as soon as the code is typed.

Agent Dashboard
Dhaka PBS - 1 || Kaliakoir Zonal Office || Kaliakoir Zonal Complain Center

Call 01759715657

Palli Biddut Samity Zone/ Sub Zone/ HQ Complain Center

Tangail PBS Select Zone/Sub Zone/HQ Select CC

1 0 0 2

Customer Information Billing Information

No Data

Create Ticket
Meter Type
No Meter
Call Type
Select...
Customer
Enter C
Address
Enter C
Complain
Enter C

Figure no 7.11.2 : PBS Name will generate automatically By typing PBS code

Test Area	Test Case	Observation	Test Result
Agent Panel	Selecting Zone/Sub Zone /HQ - Automatically generate Code name	By selecting Zone/Sub Zone /HQ Name, Zone/Sub Zone /HQ code will generate automatically	Pass

According to my UAT, Code will be generated automatically if you select Zone/Sub Zone /HQ while creating a ticket in the Agent panel. If the code box is filled then it is a pass case, if not filled then it is a fail case. This is a Pass case as the Selecting Zone/Sub Zone /HQ name is being auto generated as soon as the name is selected.

Agent Dashboard
Dhaka PBS - 1 || Kaliakoir Zonal Office || Kaliakoir Zonal Complain Center

Call 01759715657

Palli Biddut Samity

Zone/ Sub Zone/ HQ

Complain Center

Tangail PBS

Tangail PBS HQ

Select CC

1

0

0

2

0

1

Customer Information

Billing Information

No Data

Create

Meter

No M

Call Ty

Sele

Custor

Ente

Addres

Ente

Compl

Ente

Figure no 7.11.3 : Code will generate automatically By selecting Zone/Sub Zone /HQ Name

Test Area	Test Case	Observation	Test Result
Agent Panel	Typing Zone/Sub Zone /HQ's Code - Automatically generate Zone/Sub Zone /HQ	By typing Zone/Sub Zone /HQ code, Zone/Sub Zone /HQ Name will generate automatically,	Pass

Zone/Sub Zone /HQ Name will be generated automatically if you type the Code of Zone/Sub Zone /HQ while creating a ticket in the Agent panel. If the Name box is filled then it is a pass case, if not filled then it is a fail case. According to my UAT this is a Pass case as the Zone/Sub Zone /HQ Name is being auto generated as soon as the code is typed.

Call 01759715657

Palli Biddut Samity

Zone/ Sub Zone/ HQ

Complain Center

1

0

0

2

0

2

↶

📄

Customer Information

Billing Information

No Data

Figure no 7.11.4 : By typing Zone/Sub Zone /HQ code, Zone/Sub Zone /HQ Name will generate automatically.

Test Area	Test Case	Observation	Test Result
Agent Panel	Create Ticket - Fill required fields - Submit	System will notify to fill all required fields	Pass

Create a ticket by filling all required fields . To create a ticket, adding a comment is a must. If the ticket creation is done successfully, it means that the system is working properly. And this pass case I have shown through my UAT.

The screenshot shows a 'Create Ticket' form with the following fields and validation messages:

- Select CC**: A dropdown menu.
- Meter Type ***: A dropdown menu with 'No Meter' selected.
- Call Type ***: A dropdown menu with 'Select..' selected. Validation message: 'Call type is required'.
- Call Category ***: A dropdown menu with 'Select..' selected. Validation message: 'Call category is required'.
- Call Sub-category ***: A dropdown menu with 'Select..' selected. Validation message: 'Call Sub Category is required'.
- Customer Name ***: A text input field with 'Enter Customer Name..' placeholder. Validation message: 'Customer name is required'.
- Customer Number ***: A text input field with '01759715657' entered.
- Address**: A text input field with 'Enter Customer Address..' placeholder.
- Complain Description ***: A text input field with 'Enter Complain Description..' placeholder. Validation message: 'Complain Details field is required'.
- Submit**: A green button.

Figure no 7.11.5 :System will notify to fill all required fields

7.12. The motivation and objectives of the project

I'm encouraged to do it because it's so unique. User Acceptance Testing (UAT) is a critical phase in the software development life cycle where the end users evaluate the software to ensure that it meets their requirements and is ready for deployment. UAT is a crucial step in ensuring that the developed software not only meets technical specifications but also satisfies the needs and expectations of the end users and the business as a whole. I wanted to ensure that the software meets the specified requirements outlined in the initial project documentation, Evaluate the

functionality of the software to ensure that it performs as expected and meets user expectations, Identify and report any defects or issues within the software, Confirm that data input and output are accurate and consistent with the expected results. To develop this UAT, I have learned about many new things and applied them into this system. The biggest motivation to develop this UAT is, it is the first time I'm working with a big organisation.

Chapter 8 – Risk Management

8.1. Risk Identification:

Key users may have limited availability for UAT sessions. Delays in executing test cases and gathering feedback. Schedule UAT sessions in advance, accommodating users' availability.

Unidentified security vulnerabilities in the CDMS. Compromised customer data and potential legal issues. Implement thorough security testing and involve security experts in the UAT process.

8.2. Risk Assessment:

			Severity	
Risk	Likelihood	Impact	Level	Action Plan

Limited User Availability	Moderate	High	High	Schedule UAT sessions well in advance, consider alternate users, and provide flexibility.
Incomplete Test Environment Setup	Low	High	Medium	Regularly validate and update the test environment, conduct environment checks before UAT sessions.
Unclear Communication Channels	Low	Medium	Low	Establish and communicate clear channels, conduct regular status meetings, and maintain documentation.
Security Vulnerabilities	Low	High	Medium	Implement thorough security testing, involve security experts in UAT, and apply security patches promptly.

8.3. Risk Precaution / Action Plan:

Identify backup users and have a flexible UAT schedule. If a key user is unavailable, proceed with backup users and schedule a follow-up session with the key user. Establish clear communication

channels. Conduct regular status meetings, clarify any communication issues promptly, and maintain thorough documentation. Implement thorough security testing. Address identified vulnerabilities promptly, involve security experts in the UAT process, and apply security patches as needed.

Chapter 9 – Feasibility

Types of Feasibility:

- 1. Technical Feasibility:** Assess the technical capabilities required for UAT, including the compatibility of testing tools and the ability to replicate the production environment.
- 2. Operational Feasibility:** Evaluate whether the UAT process can be seamlessly integrated into existing operational workflows, including user training and support mechanisms.
- 3. Economic Feasibility:** Examine the economic viability of conducting UAT, considering costs associated with training, testing tools, and potential disruptions to ongoing operations.
- 4. Schedule Feasibility:** Determine whether the UAT activities can be completed within the defined time frame without causing delays in the overall project schedule.
- 5. Legal and Regulatory Feasibility:** Ensure compliance with legal and regulatory requirements governing the UAT process and the handling of customer data.

Chapter 10 – Foundation

Problem Area Identification for UAT of BREB CDMS

10.1. Observation: Observe the actual usage of existing systems, workflows, and user interactions to identify areas of inefficiency or confusion.

1. User Workflow Observation:

Observe end-users as they navigate through existing systems or perform customer data management tasks.

2. System Interaction:

Pay attention to how users interact with the current systems, noting any challenges, errors, or workarounds.

3. Workflow Bottlenecks:

Observational notes and insights, highlighting specific areas of concern in the current workflows and system interactions.

Chapter 11 – Lessons Learned

11.1. Lessons I have learned by doing UAT of BREB CDMS:

I have learned to Design project scope and objectives, Design the workflows of the system, Create draft test cases, document all Cases.

Chapter 12 – Conclusion

In conclusion, the User Acceptance Testing (UAT) for the BREB CDMS project has been a pivotal phase, providing invaluable insights into the readiness and effectiveness of the customer Data Management System. The thorough evaluation conducted during UAT has contributed to the overall success of the project, ensuring that the system aligns with user expectations and organisational requirements. By finding the fail cases and making an observation for the case is basically to improve the system for the user so that the system would be more acceptable for the users.

12.1. Summary of the UAT of BREB:

BREB is a very large and very sensitive project. It runs on live servers. Millions of users take its services. Working with a live server meant handling the task very carefully was not an easy task. At first it took some time but later I was able to complete the work properly. The BREB CDMS project focused on the development and implementation of a robust Customer Data Management System for BREB (Bangladesh Rural Electrification Board). So For doing a UAT of this BREB(CDMS) is to serve the best product. Without this UAT the developer would know where are some mistakes, why some of the systems are not working, and what to do to fix the problems properly. I think UAT is the final phase of software testing where end users evaluate a system to ensure it aligns with their needs and is ready for deployment. Ultimately, UAT ensures that the software not only meets technical standards but also satisfies the expectations of end users and the business.

12.2. Goal of the UAT of BREB :

To meet user satisfaction is the main goal of a UAT. The primary goals of UAT include verifying that the software meets specified requirements, functions correctly, and is user-friendly. Key aspects of UAT involve confirming the software's usability, detecting and correcting errors, assessing data integrity and accuracy, evaluating performance, ensuring regulatory compliance, and preparing for deployment. Gathering user feedback is a crucial component, and the results of UAT help determine if the software is ready for production release. The primary goal of my project was to create a UAT sheet to find the problem of the system so that the developers know about the system errors and work on this. To release a successful software, UAT must do for the betterment and for the production.

12.3. Success of the UAT:

The success of the project can be measured by the system's ability to meet or exceed the defined requirements, the satisfaction of end-users during UAT, and the seamless integration of the CDMS into the existing infrastructure. Successful UAT indicates that the system is ready for deployment and use by the wider organisation. By doing an UAT I have created a list for Test Area, Test Case, Observation, Test Status. UAT is a critical testing of a system, software, web page. UAT is basically done to make the system more user friendly. Not only friendly but through this UAT can find any problem in the system, what needs to be updated, for what problem the system is not running properly. By checking each path, a proper system can be run and maintained, and user satisfaction is assured.

12.4. Value of the UAT:

The BREB CDMS project adds significant value to the organisation by improving data management, customer service, and operational efficiency. It ensures accurate and timely access to customer information, contributing to better decision-making processes and overall organisational effectiveness.

12.5. Experience as a UAT Tester:

As a UAT tester, my role was pivotal in validating the system's functionality from an end-user perspective. This involved meticulous testing, effective communication with development teams, and collaboration with stakeholders to ensure that the CDMS met the organisational requirements. The experience provided valuable insights into the importance of thorough testing in delivering a reliable and user-friendly system. As a new tester, I faced a lot of problems in the beginning, but now it is somewhat easier to work with UAT. UAT of a system means knowing all parts, all journeys, all processes of that system. By working with UAT in the future, I might be able to present everything better in the list.

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