Freshservice Implementation – UAT Sign-Off Form

This form is used to confirm that User Acceptance Testing (UAT) has been completed for the Freshservice implementation and that the system is approved for production use.

# Project Information

• Project Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• Department/Team: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• Implementation Partner: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• UAT Start Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ UAT End Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Scope of UAT

• Modules Tested (check all that apply):

☐ Incident Management

☐ Service Requests

☐ Change Management

☐ Problem Management

☐ Asset Management

☐ Knowledge Base

☐ Service Catalog

☐ Workflow Automator

☐ Custom Apps/Integrations

# Testing Summary

• Total Test Cases Executed: \_\_\_\_\_\_\_\_

• Passed: \_\_\_\_\_\_\_\_ Failed: \_\_\_\_\_\_\_\_ Deferred: \_\_\_\_\_\_\_\_

• Major Issues Identified: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• Resolution Status: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• Known Limitations or Workarounds: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Sign-Off Declaration

I confirm that UAT has been completed for the listed Freshservice modules. All critical issues have been resolved or deferred with mitigation plans. The system is approved for production deployment.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_