Online Complaint Management System

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Abstract- **Online Complaint Management System provides an online way of solving the problems faced by the companies. The objective of the complaints management system is to make complaints easier to coordinate, monitor, track and resolve, and to provide company with an effective tool to identify and target problem areas, monitor complaints handling performance and make business improvements.**
Online Complaint Management is a management technique for assessing, analyzing and responding to customer complaints. Complaints management software is used to record resolve and respond to customer complaints, requests as well as facilitate any other feedback.

INTRODUCTION

This web application allows user to register complaints.

This web application has login page to sign-in where user enters a username and password to register a complaint.

New user sign-up to register a complaint. This web application contains sign-up form that is to be filled by the user.

This web application also provides complaint number with detail.

The Complaint Management System is one of the most significant and resource intensive project. He can get his problem solved by posting his problem in this proposed system thus is to encourage and assist all sectors and he can suggest a possible solution to the problems posted on the system.

MODULES

The system after careful analysis has been identified to be presented with the following modules:
The Modules involved are

- Login
- User Registration
- Dashboard
- Account Setting
- Complaint

Login:
The user have to fill the user name and unique password and the press to the submit button to access user area.

User Registration
The User registration form contains a list of fields that is used to input data about customer. To add a new customer we required to fill the given form which contain full name, user id, email, contact number and then submit it.

Dashboard
Dashboard contains complaint process yet, complaint status in process and complaints has been closed.

Account Setting
This is a form that is be used for update user profile by filling the details like full name, user email, contact no, address, state, country, pin code, registered date and change password by filling the details like current password, new password, confirm password.

Complaint
In this module the user can raise complaint by filling the details like category, sub category, complaint type, state, nature of complaint, complaint details and then submit it.

SYSTEM DESIGN

USE CASE DIAGRAMS
User Use case
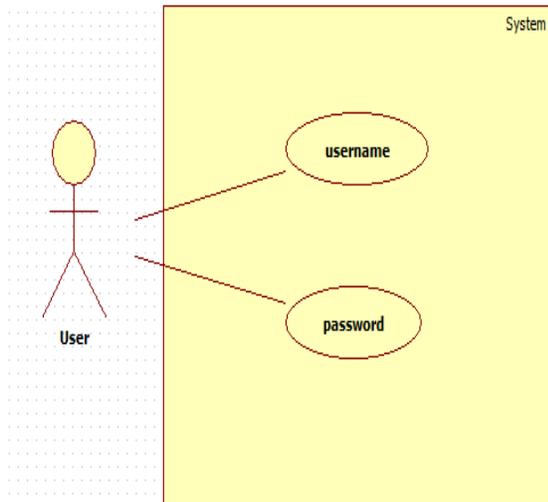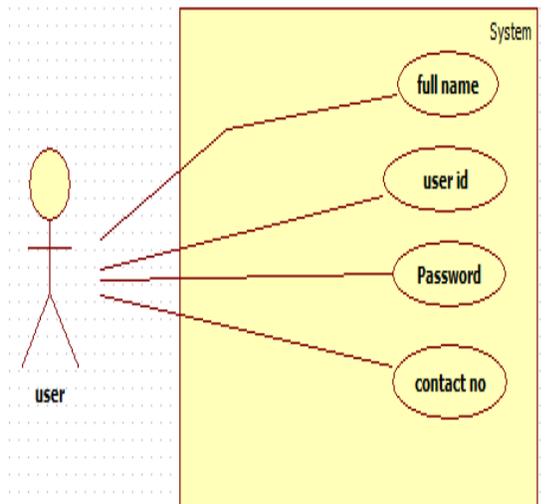
Register Use case
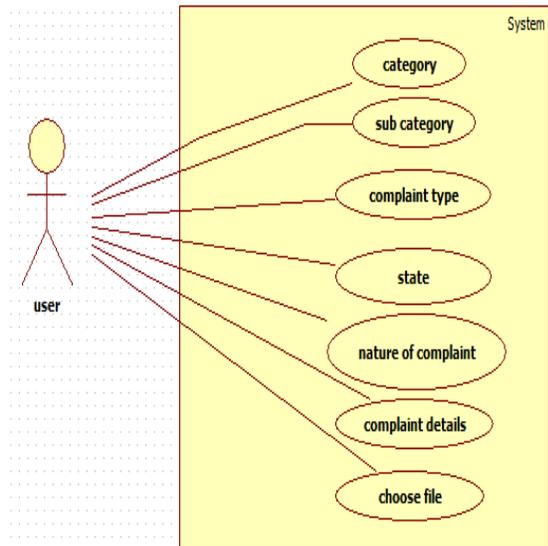
SEQUENCE DIAGRAM

ACTIVITY DIAGRAM

Complaint Use case
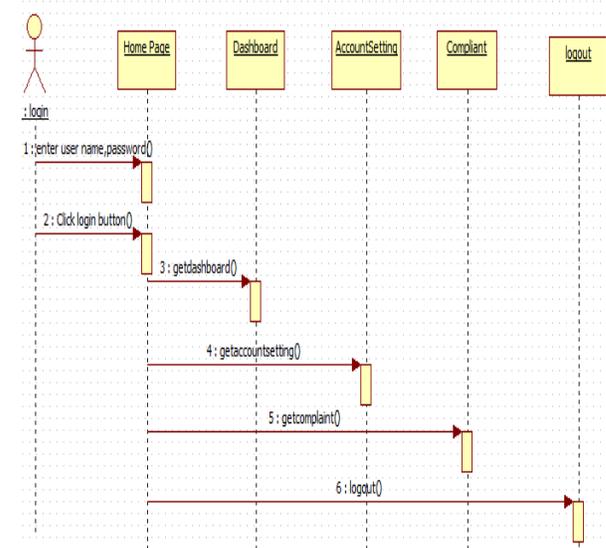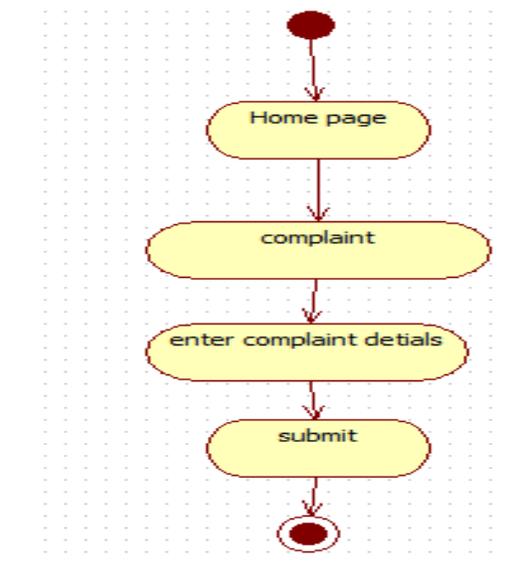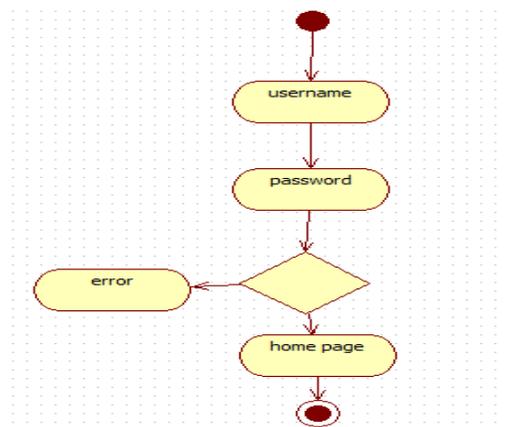
TECHNOLOGY DESCRIPTION

HTML

HTML stands for HYPER TEXT MARKUP LANGUAGE, which is most widely used language on web to develop web pages. HTML refers to the way in which Web pages (HTML documents) are linked together. Thus, the link available on a web page is called Hypertext.

CSS

CSS is designed primarily to enable the separation of document content from document presentation, including aspects such as the layout, colors, and fonts. This separation can improve content accessibility, provide more flexibility and control in the specification of presentation characteristics, enable multiple HTML pages to share formatting by specifying the relevant CSS in a separate .css file, and reduce complexity and repetition in the structural content.

My SQL

MySQL is an open source RDBMS that relies on SQL for processing the data in database. MySQL provides APIs for the languages like C, C++, Eiffel, JAVA, Perl, PHP and Python. MySQL is most commonly used for web applications and for embedded applications and has become a popular alternative to proprietary database system because of its speed and reliability. MySQL can run on UNIX, Windows and Mac OS.

PHP

The PHP Hypertext Preprocessor (PHP) is a programming language that allows web developers to create dynamic content that interacts with databases.

- PHP is a recursive acronym for "PHP: Hypertext Preprocessor".
- PHP is a server side scripting language that is embedded in HTML. It is used to manage dynamic content, databases, session tracking, even build entire e-commerce sites.
- It is integrated with a number of popular databases, including MySQL, Postgre SQL, Oracle, Sybase, Informix, and Microsoft SQL Server.

- PHP is pleasingly zippy in its execution, especially when compiled as an Apache module on the Unix side. The MySQL server, once started, executes even very complex queries with huge result sets in record-setting time.

JAVA SCRIPT

JavaScript is a lightweight, interpreted programming language. It is designed for creating network-centric applications. It is complimentary to and integrated with Java. JavaScript is very easy to implement because it is integrated with HTML. It is open and cross-platform.

SCREEN SHOTS

Home Page

Registration

User Login

User Home Page
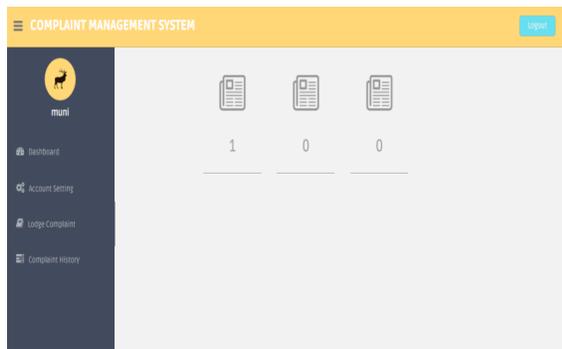
Register Complaint
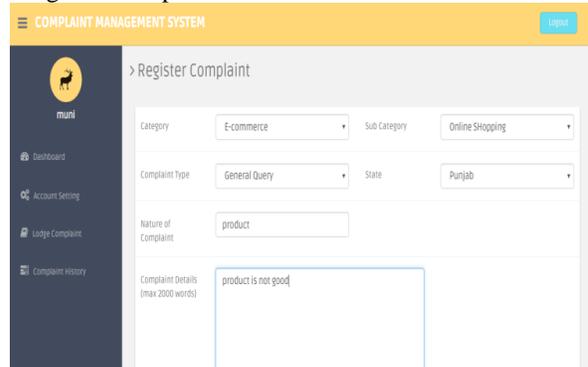
User Profile
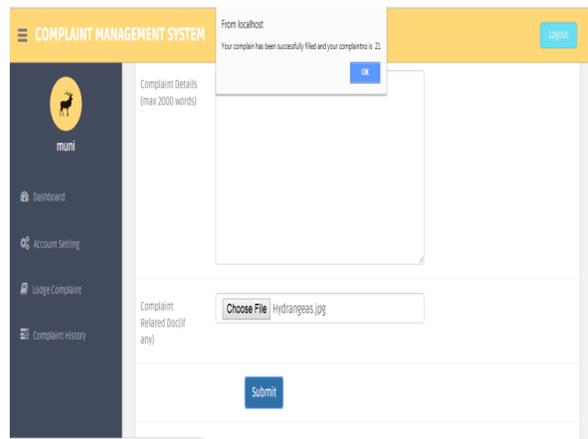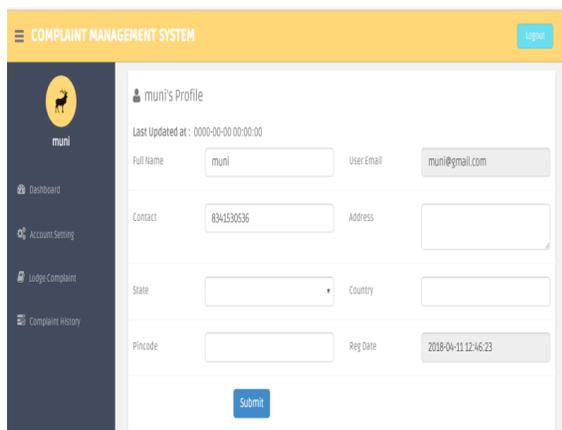


Change Password
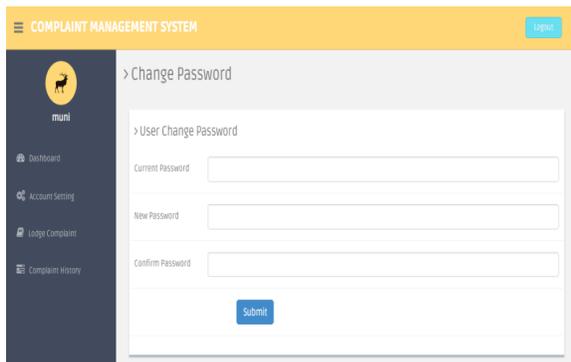
FUTURE SCOPE

The scope of the project includes that what all future enhancements can be done in this system to make it more feasible to us:-

- This web application needs to provide validations more times.
- Complaint category needs to provide more detail.
- It performs only complaint registration and check status. So we need to add more modules.
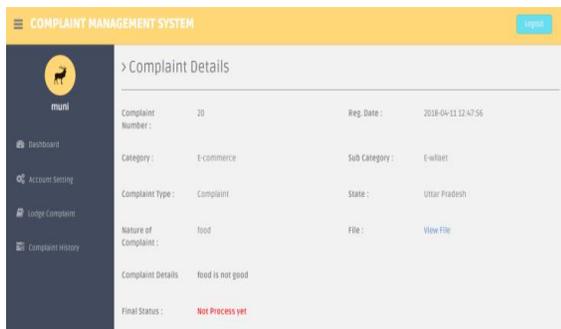
CONCLUSION

Web Application has been computed successfully and was also tested successfully by taking "test cases". It is user friendly, and has required option, which can be utilized by the user to perform the desired operations. Application software meets the information requirements specified to a great extent. The system has been designed keeping in view the present and future requirements in mind and made very flexible. The goals that are achieved by the

Complaint Details

software are Instant access, improved productivity, Optimum utilization of resources, Efficient management of records, Simplifications of the operations, Less processing time and getting required information, User friendly, Portable and flexible for further enhancement.

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