**2.3 User Characteristics**

Complain management system use software company (Afisol) clients and company crew like CEO, project managers, developers.

When we consider about the clients as user, there are different types of users. Some are matured users, but some are young users. Also, there can be a people who speak different languages. So, they can have different type significant requirements. Matured users hope to see normal interface with big letters like that. But young generation prefer to use trendy interface with colorful letters. But we cannot select the age of each user. So, we develop this system considering common requirements. So, all users should have some basic characteristics to access this system. The user can access with our system through the mobile app or web app. So, users should be familiar with mobile apps or web sites. The user should have proper knowledge of work with internet. Also, they should know how to download mobile app or working with web sites and the different actions that can be made. Furthermore, users should already have accounts on this application. We make our application interface in English language. When user working with our system, users have to read and understand the English language. So, the users should have some knowledge about the English language before using this application.

When we consider the developers as a user, they also need different characteristic to perform in this system. They should have proper technical knowledge about develop software. Also, they should have ability to understand complainant with patience.

When CEO, Project managers act as a user, they also need some significant characteristics to interact with this system. They should have proper technical knowledge more than developers for solving complex complaint. Also, they should guide developers to complaint as received good result. If they can speak more than one language, it is very useful for success this project.

**2.4 Design and Implementation Constraints**

Many information are communicate between customer and developer through the complaint management system. Sometimes, there are some most important commercial information. When we develop this System, we have a constraint about safe and security about that above-mentioned information. Because, we do not have proper knowledge of data encrypted methods and data decrypt methods. So, we have constraint to gives proper safe and security for communicate information.

In our complaint management system, we limit the chat feature to only from the text. We have constraint for giving chat option from audio and video technology through the application due to complex methods and exceed our scope of the project. But we give chat option via normal audio call and social media like WhatsApp and Messenger.

The users need account in our system for accessing our complaint management system. When users create accounts in system, system request username and proper password from user and system saved it. When the user forgot his username or password after the creating account, we have constraint for preparing a process for that case due to lack of knowledge for that and exceed the scope of the project.