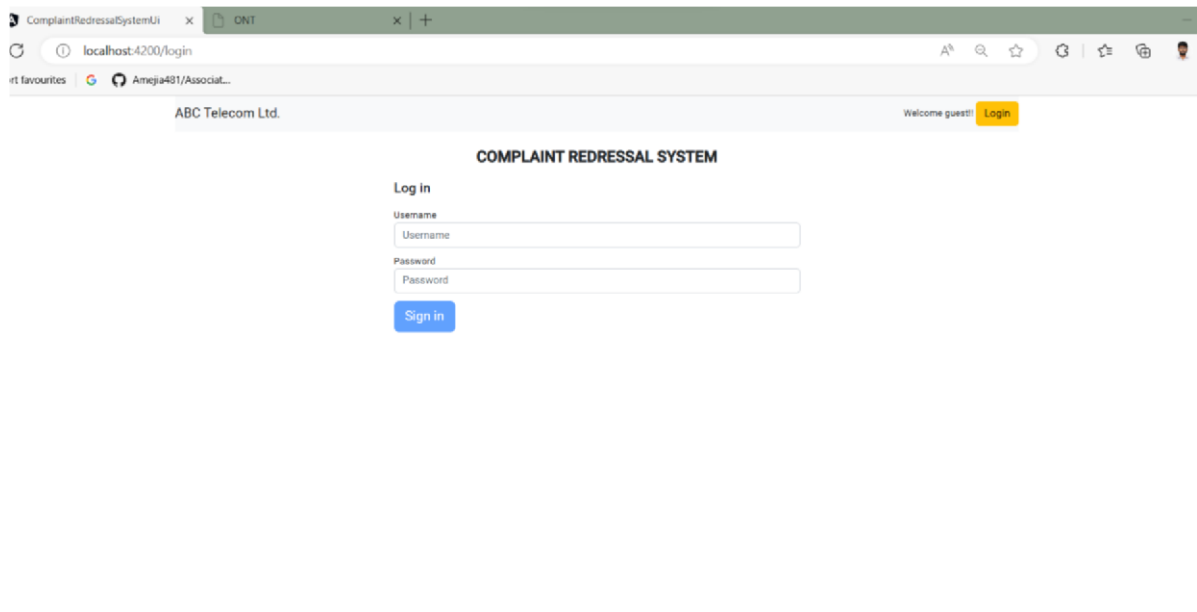# Job Readlines Project: ComplaintRedressalSystem Complaint Management System for ABC telecom Ltd.
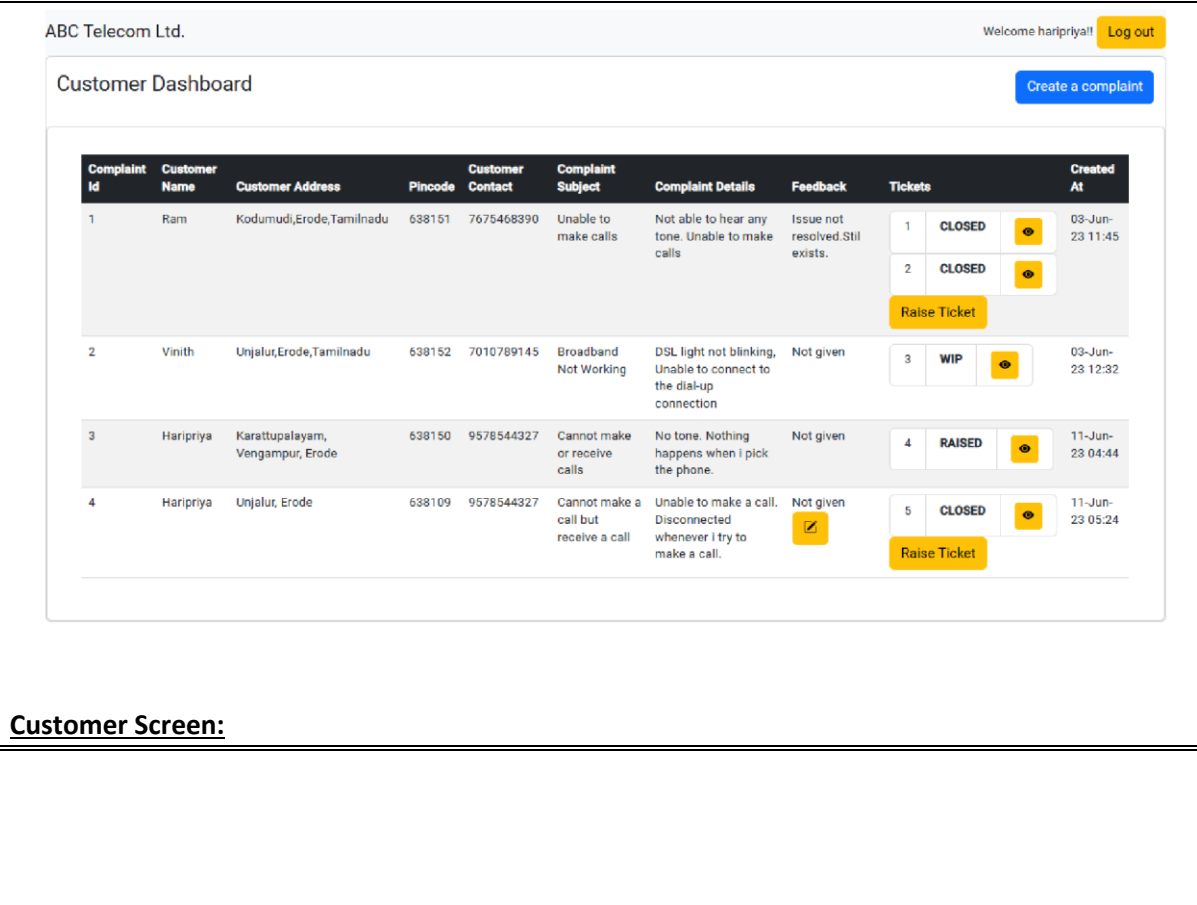## Submitted by: RAJA KUMAR

Date of submission   : 16-06-2023
GitHub Project Repository URL : https://github.com/ASRajakumar/ComplaintRedressalSystem.git

**Login Page:**

**Customer Screen:**

## Create a Complaint:



**Raise complaint**

Enter your name
Haripriya

Enter your address
Unjalur, Erode, Tamilnadu

Select Pin
638152

Enter your contact No
9987231100

Select Subject
Cannot make a call but receive a call

Enter complaint details
Unable to make a call. Need immediate redressal.

Submit



**Complaint Registered**

Your complaint is successfully registered.

Complaint reference number:ABCCR0009

Ticket Id:11 is created against your complaint. The concerned area manager will shortly assign an engineer to resolve your issue. Keep track of the ticket status from customer dashboard.

## Complaint Acknowledgement:

**Manager Screen – View all tickets:**



**View Complaint data:**



**View open tickets:**

**Assign Engineer:**

ABC Telecom Ltd.

Welcome mohan_sundaram!! | Log out

Manager Dashboard

View All Tickets | View Open Tickets

| TicketID | Status | Date of creation | Last Updated | Area Manager | Complaint Details | Assigned Engineer |
|---|---|---|---|---|---|---|
| 3 | WIP | 03-Jun-2023,12:32:32 | 14-Jun-2023,03:52:05 | MohanSundaram | 👁 | GuhanesshK |
| 10 | WIP | 14-Jun-2023,10:14:52 | 14-Jun-2023,10:18:01 | MohanSundaram | 👁 | Hari Viki |
| 11 | RAISED | | | | | Assign Engineer |

### Assign Manager                                    X

| | |
|---|---|
| **TicketID** | 11 |
| **Pincode** | 638152 |
| **Select Engineer** | Deepak S |

Assign

---

ABC Telecom Ltd.

Welcome mohan_sundaram!! | Log out

Manager Dashboard

View All Tickets | View Open Tickets

| TicketID | Status | Date of creation | Last Updated | Area Manager | Complaint Details | Assigned Engineer |
|---|---|---|---|---|---|---|
| 3 | WIP | 03-Jun-2023,12:32:32 | 14-Jun-2023,03:52:05 | MohanSundaram | 👁 | GuhanesshK |
| 10 | WIP | 14-Jun-2023,10:14:52 | 14-Jun-2023,10:18:01 | MohanSundaram | 👁 | Hari Viki |
| 11 | RAISED | | | | | |

**localhost:4200 says**

Engineer Assigned

OK

### Assign Manager                                    X

| | |
|---|---|
| **TicketID** | 11 |
| **Pincode** | 638152 |
| **Select Engineer** | Deepak S |

Assign

---

ABC Telecom Ltd.

Welcome mohan_sundaram!! | Log out

Manager Dashboard

View All Tickets | View Open Tickets

| TicketID | Status | Date of creation | Last Updated | Area Manager | Complaint Details | Assigned Engineer |
|---|---|---|---|---|---|---|
| 3 | WIP | 03-Jun-2023,12:32:32 | 14-Jun-2023,03:52:05 | MohanSundaram | 👁 | GuhanesshK |
| 10 | WIP | 14-Jun-2023,10:14:52 | 14-Jun-2023,10:18:01 | MohanSundaram | 👁 | Hari Viki |
| 11 | ASSIGNED | 16-Jun-2023,09:41:59 | 16-Jun-2023,09:46:44 | MohanSundaram | 👁 | DeepakS |

---

localhost:4200/engineer/alltickets

ABC Telecom Ltd.

Welcome deepak_07!! | Log out

Engineer Dashboard

View All Tickets | View Open Tickets

| TicketID | Status | Date of creation | Last Updated | Area Manager | Complaint Details | Assigned Engineer |
|---|---|---|---|---|---|---|
| 1 | CLOSED | 03-Jun-2023,11:45:46 | 12-Jun-2023,09:32:28 | PavanPranesh | 👁 | DeepakS |
| 2 | CLOSED | 03-Jun-2023,11:55:07 | 13-Jun-2023,10:50:33 | ManoNithi | 👁 | DeepakS |
| 9 | ESCALATED | 13-Jun-2023,06:21:30 | 13-Jun-2023,10:50:16 | PavanPranesh | 👁 | DeepakS |
| 11 | ASSIGNED | 16-Jun-2023,09:41:59 | 16-Jun-2023,09:46:44 | MohanSundaram | 👁 | DeepakS |

**Engineer Screen – View all engineer tickets:**

## View Complaint data:



## View Open tickets:



## Change Status:

## Customer – View all complaints:

**ABC Telecom Ltd.**

Welcome haripriya!!  Log out

### Customer Dashboard

Create a complaint

| Complaint Id | Customer Name | Customer Address | Pincode | Customer Contact | Complaint Subject | Complaint Details | Feedback | Tickets | | | Created At |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Ram | Kodumudi,Erode,Tamilnadu | 638151 | 7675468390 | Unable to make calls | Not able to hear any tone. Unable to make calls | Issue not resolved.Stil exists. | 1 | CLOSED | 👁 | 03-Jun-23 11:45 |
| | | | | | | | | 2 | CLOSED | 👁 | |
| | | | | | | | | Raise Ticket | | | |
| 2 | Vinith | Unjalur,Erode,Tamilnadu | 638152 | 7010789145 | Broadband Not Working | DSL light not blinking, Unable to connect to the dial-up connection | Not given | 3 | WIP | 👁 | 03-Jun-23 12:32 |
| 3 | Haripriya | Karattupalayam, Vengampur, Erode | 638150 | 9578544327 | Cannot make or receive calls | No tone. Nothing happens when i pick the phone. | Not given | 4 | RAISED | 👁 | 11-Jun-23 04:44 |
| 4 | Haripriya | Unjalur, Erode | 638109 | 9578544327 | Cannot make a call but receive a call | Unable to make a call. Disconnected whenever i try to make a call. | Not given ✎ | 5 | CLOSED | 👁 | 11-Jun-23 05:24 |
| | | | | | | | | Raise Ticket | | | |
| 9 | Haripriya | Unjalur, Erode, Tamilnadu | 638152 | 9987231100 | Cannot make a call but receive a call | Unable to make a call. Need immediate redressal. | Not given | 11 | WIP | 👁 | 16-Jun-23 09:41 |

### Customer Dashboard

Create a complaint

| Complaint Id | Customer Name | Customer Address | Pincode | Customer Contact | Complaint Subject | Complaint Details | Feedback | Tickets | | | Created At |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Ram | Kodumudi,Erode,Tamilnadu | 638151 | 7675468390 | Unable to make calls | Not able to hear any tone. Unable to make calls | Issue not resolved.Stil exists. | 1 | CLOSED | 👁 | 03-Jun-23 11:45 |
| | | | | | | | | 2 | CLOSED | 👁 | |
| | | | | | | | | Raise Ticket | | | |
| 2 | Vinith | Unjalur,Erode,Tamilnadu | 638152 | 701 | | | | | | | | |

**Give Feedback**  x

Issue not resolved.Stil exi

Submit

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 3 | Haripriya | Karattupalayam, Vengampur, Erode | 638150 | 957 | | thing en i pick | Not given | 4 | RAISED | 👁 | 11-Jun-23 04:44 |
| 4 | Haripriya | Unjalur, Erode | 638109 | 957 | | ake a call. d whenever i try to make a call. | Not given ✎ | 5 | CLOSED | 👁 | 11-Jun-23 05:24 |
| | | | | | receive a call | | | Raise Ticket | | | |
| 9 | Haripriya | Unjalur, Erode, Tamilnadu | 638152 | 9987231100 | Cannot make a call but receive a call | Unable to make a call. Need immediate redressal. | Not given | 11 | WIP | 👁 | 16-Jun-23 09:41 |

tRedressalSystemUi  x  +

localhost:4200/customer/allcomplaints

G  Amejia481/Associat...

**localhost:4200 says**

Feedback successfully posted!!

OK

**ABC Telecom Ltd.**

Welcome haripriya!!  Log out

### Customer Dashboard

Create a complaint

| Complaint Id | Customer Name | Customer Address | Pincode | Customer Contact | Complaint Subject | Complaint Details | Feedback | Tickets | | | Created At |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Ram | Kodumudi,Erode,Tamilnadu | 638151 | 7675468390 | Unable to make calls | Not able to hear any tone. Unable to make calls | Issue not resolved.Stil exists. | 1 | CLOSED | 👁 | 03-Jun-23 11:45 |
| | | | | | | | | 2 | CLOSED | 👁 | |
| | | | | | | | | Raise Ticket | | | |

## Customer – Give Feedback:

## Raise Ticket again against closed or escalated ticket:

ABC Telecom Ltd.                                                                 Welcome haripriya!!  Log out

### Customer Dashboard                                                          Create a complaint

| Complaint Id | Customer Name | Customer Address | Pincode | Customer Contact | Complaint Subject | Complaint Details | Feedback | Tickets | | | Created At |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Ram | Kodumudi,Erode,Tamilnadu | 638151 | 7675468390 | Unable to make calls | Not able to hear any tone. Unable to make calls | Issue not resolved.Stil exists. | 1 | CLOSED | 👁 | 03-Jun-23 11:45 |
| | | | | | | | | 2 | CLOSED | 👁 | |
| | | | | | | | | Raise Ticket | | | |
| 2 | Vinith | Unjalur,Erode,Tamilnadu | 638 | | | | Not given | 3 | WIP | 👁 | 03-Jun-23 12:32 |

*Ticket successfully raised again the complaint!*
*Complaint Reference Number:ABCCR0004*
*Raised Ticket Number:12*

| 3 | Haripriya | Karattupalayam, Vengampur, Erode | 638 | | | | Not given | 4 | RAISED | 👁 | 11-Jun-23 04:44 |
| 4 | Haripriya | Unjalur, Erode | 638109 | 9578544327 | Cannot make a call but receive a call | Unable to make a call. Disconnected whenever i try to make a call. | Issue not resolved.Stil exists. | 5 | CLOSED | 👁 | 11-Jun-23 05:24 |
| | | | | | | | | Raise Ticket | | | |
| 9 | Haripriya | Unjalur, Erode, Tamilnadu | 638152 | 9987231100 | Cannot make a call but receive a call | Unable to make a call. Need immediate redressal. | Not given | 11 | WIP | 👁 | 16-Jun-23 09:41 |

---

ABC Telecom Ltd.                                                                 Welcome haripriya!!  Log out

### Customer Dashboard                                                          Create a complaint

| Complaint Id | Customer Name | Customer Address | Pincode | Customer Contact | Complaint Subject | Complaint Details | Feedback | Tickets | | | Created At |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Ram | Kodumudi,Erode,Tamilnadu | 638151 | 7675468390 | Unable to make calls | Not able to hear any tone. Unable to make calls | Issue not resolved.Stil exists. | 1 | CLOSED | 👁 | 03-Jun-23 11:45 |
| | | | | | | | | 2 | CLOSED | 👁 | |
| | | | | | | | | Raise Ticket | | | |
| 2 | Vinith | Unjalur,Erode,Tamilnadu | 638152 | 7010789145 | Broadband Not Working | DSL light not blinking, Unable to connect to the dial-up connection | Not given | 3 | WIP | 👁 | 03-Jun-23 12:32 |
| 3 | Haripriya | Karattupalayam, Vengampur, Erode | 638150 | 9578544327 | Cannot make or receive calls | No tone. Nothing happens when i pick the phone. | Not given | 4 | RAISED | 👁 | 11-Jun-23 04:44 |
| 4 | Haripriya | Unjalur, Erode | 638109 | 9578544327 | Cannot make a call but receive a call | Unable to make a call. Disconnected whenever i try to make a call. | Issue not resolved.Stil exists. | 5 | CLOSED | 👁 | 11-Jun-23 05:24 |
| | | | | | | | | 12 | RAISED | 👁 | |
| | | | | | | | | Raise Ticket | | | |
| 9 | Haripriya | Unjalur, Erode, Tamilnadu | 638152 | 9987231100 | Cannot make a call but receive a call | Unable to make a call. Need immediate redressal. | Not given | 11 | WIP | 👁 | 16-Jun-23 09:41 |

---

## Admin Panel – view all users:

ComplaintRedressalSystem.UI ×  +

C   ⓘ localhost:4200/adminpanel/viewall

...rt favourites  G  Amejia481/Associat...

ABC Telecom Ltd.                                                                 Welcome admin!!  Log out

### Admin Dashboard

[ View All users ] [ View All Complaints ] [ View All Tickets ] [ Pincode, Area manager and Engieers ]

Add User

| UserId | Full Name | Username | Email | Roles | Account Status |
|---|---|---|---|---|---|
| 0 | Kavin KR | admin | k.r.kavin007@gmail.com | ADMIN | true |
| 3 | Pavan Pranesh | pavan_vgp | pavanvgp@gmail.com | MANAGER | true |
| 4 | Mohan Sundaram | mohan_sundaram | mohan.sundaram@gmail.com | MANAGER | true |
| 52 | Deepak S | deepak_07 | deepak.s@gmail.com | ENGINEER | true |
| 53 | Guhanessh K | guhanessh | guhanessh@gmail.com | ENGINEER | true |
| 102 | Hari Viki | hariviki | hari@gmail.com | ENGINEER | true |
| 104 | Hari Priya | haripriya | haripriya@gmail.com | CUSTOMER | true |
| 152 | Mano Nithi | mano | mano@gmail.com | MANAGER | true |
| 153 | Saravanan D | saravana | saravana@gmail.com | CUSTOMER | true |

## Add user:

**Add user**

Select the User category:  ○ CUSTOMER   ○ MANAGER   ○ ENGINEER

Enter First Name:                    Enter Last Name:                     Enter Username:

Choose Password:                     Re-enter Password:                   Enter e-mail:

Add

ABC Telecom Ltd.                                                    Welcome admin!!  Log out

## Admin Dashboard

| View All users | View All Complaints | View All Tickets | Pincode, Area manager and Engieers |
|---|---|---|---|

| Complaint Id | Customer Name | Customer Address | Pincode | Customer Contact | Complaint Subject | Complaint Details | Feedback | Tickets | | | Created At |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Ram | Kodumudi,Erode,Tamilnadu | 638151 | 7675468390 | Unable to make calls | Not able to hear any tone. Unable to make calls | Issue not resolved.Stil exists. | 1 | CLOSED | 👁 | 03-Jun-23 11:45 |
| | | | | | | | | 2 | CLOSED | 👁 | |
| 2 | Vinith | Unjalur,Erode,Tamilnadu | 638152 | 7010789145 | Broadband Not Working | DSL light not blinking, Unable to connect to the dial-up connection | Not given | 3 | WIP | 👁 | 03-Jun-23 12:32 |
| 3 | Haripriya | Karattupalayam, Vengampur, Erode | 638150 | 9578544327 | Cannot make or receive calls | No tone. Nothing happens when i pick the phone. | Not given | 4 | RAISED | 👁 | 11-Jun-23 04:44 |
| 4 | Haripriya | Unjalur, Erode | 638109 | 9578544327 | Cannot make a call but receive a call | Unable to make a call. Disconnected whenever i try to make a call. | Issue not resolved.Stil exists. | 5 | CLOSED | 👁 | 11-Jun-23 05:24 |
| | | | | | | | | 12 | RAISED | | |
| 5 | Saravana Bhavan | Sivagiri, Erode, Tamilnadu | 638109 | 9873452310 | Can make calls, but cannot receive calls | Not reachable to my phone when others are calling. Need resolve immediately. | Not given | 6 | CLOSED | 👁 | 11-Jun-23 06:10 |
| | | | | | | | | 10 | WIP | 👁 | |
| 7 | Saravana | Sivagiri, Erode, Tamilnadu | 638110 | 9872346709 | Can make calls, but cannot receive calls | | Problem solved. Excellent response from field engineer. Thank you | 8 | CLOSED | 👁 | 11-Jun-23 06:14 |
| 8 | Saravana | Salaipudur, Erode, Tamilnadu | 638151 | 7892341230 | Cannot make or receive calls | Line not working. No tone. | Problem not yet rectified stil exists. | 9 | ESCALATED | 👁 | 13-Jun-23 06:21 |
| 9 | Haripriya | Unjalur, Erode, Tamilnadu | 638152 | 9987231100 | Cannot make a call but receive a call | Unable to make a call. Need immediate | Not given | 11 | WIP | 👁 | 16-Jun-23 09:41 |

## View all complaints:

## View all tickets:



## Assign manager:

## Admin Dashboard

| TicketID | Status | Date of creation | Last Updated | Area Manager | Complaint Details | Assigned Engineer |
|---|---|---|---|---|---|---|
| 1 | CLOSED | 03-Jun-2023,11:45:46 | 12-Jun-2023,09:32:28 | PavanPranesh | 👁 | DeepakS |
| 2 | CLOSED | 03-Jun-2023,11:55:07 | 13-Jun-2023,10:50:33 | ManoNithi | 👁 | DeepakS |
| 3 | WIP | 03-Jun-2023,12:32:32 | 14-Jun-2023,03:52:05 | MohanSundaram | 👁 | GuhanesshK |
| 4 | RAISED | 11-Jun-2023,04:44:05 | 11-Jun-2023,04:44:05 | ManoNithi | 👁 | Assign Engineer |
| 5 | CLOSED | 11-Jun-2023,05:24:48 | 14-Jun-2023,10:17:55 | ManoNithi | 👁 | Hari Viki |
| 6 | CLOSED | 11-Jun-2023,06:10:20 | 14-Jun-2023,03:52:35 | MohanSundaram | 👁 | Hari Viki |
| 8 | CLOSED | 11-Jun-2023,06:14:15 | 14-Jun-2023,03:52:40 | MohanSundaram | 👁 | Hari Viki |
| 9 | ESCALATED | 13-Jun-2023,06:21:30 | 13-Jun-2023,10:50:16 | PavanPranesh | 👁 | DeepakS |
| 10 | WIP | 14-Jun-2023,10:14:52 | 14-Jun-2023,10:18:01 | MohanSundaram | 👁 | Hari Viki |
| 11 | WIP | 16-Jun-2023,09:41:59 | 16-Jun-2023,09:51:48 | MohanSundaram | 👁 | DeepakS |
| 12 | RAISED | 16-Jun-2023,09:55:53 | 16-Jun-2023,10:01:50 | PavanPranesh | 👁 | Assign Engineer |

## All pincodes, pincode wise managers and engineers:

ABC Telecom Ltd.                                                    Welcome admin!!   Log out

## Admin Dashboard

[View All users] [View All Complaints] [View All Tickets] [Pincode, Area manager and Engieers]

**Add Pin**

**Available Pincodes**

| |
|---|
| 638109 |
| 638110 |
| 638150 |
| 638151 |
| 638152 |
| 638153 |

**List of Engineers**

| Deepak S | 638151 |
| | 638152 |
| Guhanessh K | 638151 |
| | 638152 |
| Hari Viki | 638109 |
| | 638110 |

**List of Managers**

| 638151 | Pavan Pranesh |
| 638152 | Mohan Sundaram |
| 638150 | Mano Nithi |

## Add pin:

Admin Dashboard

[View All users] [View All Complaints] [View All Tickets] [Pincode, Area manager and Engieers]

Add Pin

**Available Pincodes**

| |
|---|
| 638109 |
| 638110 |
| 638150 |
| 638151 |
| 638152 |
| 638153 |

### Add Pincode                                    X

Enter the pincode to add

638154

**Add pincode**

**Add Pin**

**Available Pincodes**

| |
|---|
| 638109 |
| 638110 |
| 638150 |
| 638151 |
| 638152 |
| 638153 |
| 638154 |

**List of Engineers**

| Deepak S | 638151 |
|---|---|
| | 638152 |
| Guhanessh K | 638151 |
| | 638152 |
| Hari Viki | 638109 |
| | 638110 |

**List of Managers**

| 638151 | Pavan Pranesh |
|---|---|
| 638152 | Mohan Sundaram |
| 638150 | Mano Nithi |