User Manual – Complaint Ticketing System

# 1. Introduction

This system helps users (customers, agents, admins) submit, manage, and resolve complaints efficiently. It supports AI responses and tracks complaints throughout their lifecycle.

# 2. User Roles

- Customer: Submit complaints and track responses.  
- Admin: Manage users, departments, and oversee all complaints.  
- Customer Service Agent: Respond to and resolve complaints.  
- AI Agent: Provides automated suggestions/responses.

# 3. Login & Registration

Registration: New users must register using their email, username, password, and select a department.  
Login: Enter a valid username and password to access the system.  
Logout: Always log out after finishing your session for security.

# 4. Submitting a Complaint (Customer)

1. Login as a customer.  
2. Navigate to 'Submit Complaint'.  
3. Fill in: Title, Description, Category.  
4. Click 'Submit'. You will receive a complaint ID for tracking.

# 5. Handling Complaints (Agent/Admin)

1. Login as an agent or admin.  
2. Go to 'Review All Complaints'.  
3. Click on a complaint to:  
 - View details.  
 - Add a response.  
 - Reassign or mark it resolved.  
4. Save or update your response.

# 6. AI Interaction (For Agents/Admins)

The AI agent may provide automatic response suggestions. Admins or agents can:  
- Review and evaluate AI suggestions.  
- Accept, edit, or override the AI response before submitting.

# 7. Dashboard Features (Admin Only)

- View Dashboards: System stats (open complaints, response times, satisfaction scores).  
- Manage Users: Add/edit/delete users and assign roles.  
- Assign Complaints: Manually assign a complaint to a user/agent.

# 8. Customer Feedback

After a complaint is resolved:  
1. Customers can rate their satisfaction.  
2. Optionally, add comments for feedback.

# 9. Complaint Lifecycle

1. Submitted by customer.  
2. Assigned to department or agent.  
3. Responded by AI or agent.  
4. Reviewed by admin (optional).  
5. Closed or marked resolved.  
6. Customer provides feedback.

# 10. Troubleshooting

- Can't log in? Ensure your credentials are correct and that you're registered.  
- No response? Check the status of your complaint under 'My Complaints'.  
- Forgot password? Use the password recovery link on the login screen.