

## **FMS Complaints**

### Team Members

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Github link to project ⇒ <https://github.com/mahalwal/FMS>

**Initial Idea** - Create an app for users that will be able to register as a normal user.

Registered users can do the following things-

1. Register a complaint and can know their complaint status (Pending or completed).
2. The users can check the relative complaint position among various users in the queue.
3. After the complaint is being serviced, the user will receive a notification about the complaint being resolved.
4. After the complaint is resolved the user can even give feedback for the complaints serviced.

Admin can also do the following things-

1. Add a new worker
2. Resolve an existing complaint
3. Assign worker to a complaint

**Final Objectives which are implemented are listed below**

Registered users can do the following things-

1. Register a complaint and can know their complaint status (Pending or completed).
2. The users can check the relative complaint position among various users in the queue.
3. After the complaint is being serviced, the user will receive a Notification about the complaint being resolved.
4. After the complaint is resolved the user can rate the worker which was assigned to the user.

Admin can also do the following things-

1. Add a new worker
2. Resolve an existing complaint
3. Assign worker to a complaint
4. Send message to the respective worker informing him/her about the user details.

**Feedbacks received during mid project review-**

1. Our UI was very basic, we were advised to improve the UI. Now we have changed the UI design of the app significantly.
2. We should rate the workers.
3. We should add input validation which was earlier missing.
4. Admin should do the least amount of work.

**Changes incorporated-**

1. UI design changes completely. UI enhanced significantly.
2. Now we can rate workers after the complaint is resolved.
3. All fields now implements input validation
4. Auto assignment of workers based on his/her availability/status, and automatically allocating positions of complaints in queue, based on the last suggestion received.

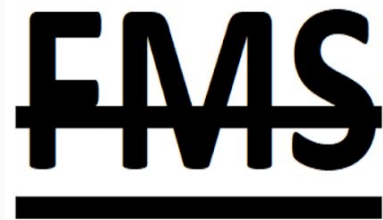
**No**, our project idea is not exactly the same as our initially proposed idea. **But**, instead of the feedback for the app, we have incorporated the suggestion received during mid project review and now we rate the workers. Everything is else which was proposed has been implemented with perfection.

**Functionalities, Tools and Technicalities Used-**

1. Firebase is used as the tool for database
2. Card View is used to represent list items
3. Authentication of users
4. Notifications that will be shown
5. Progress Bars while we wait for the info to be loaded about users.
6. Dialog Fragments to rate workers and view various infos

## Login Page

2:25 AM



email



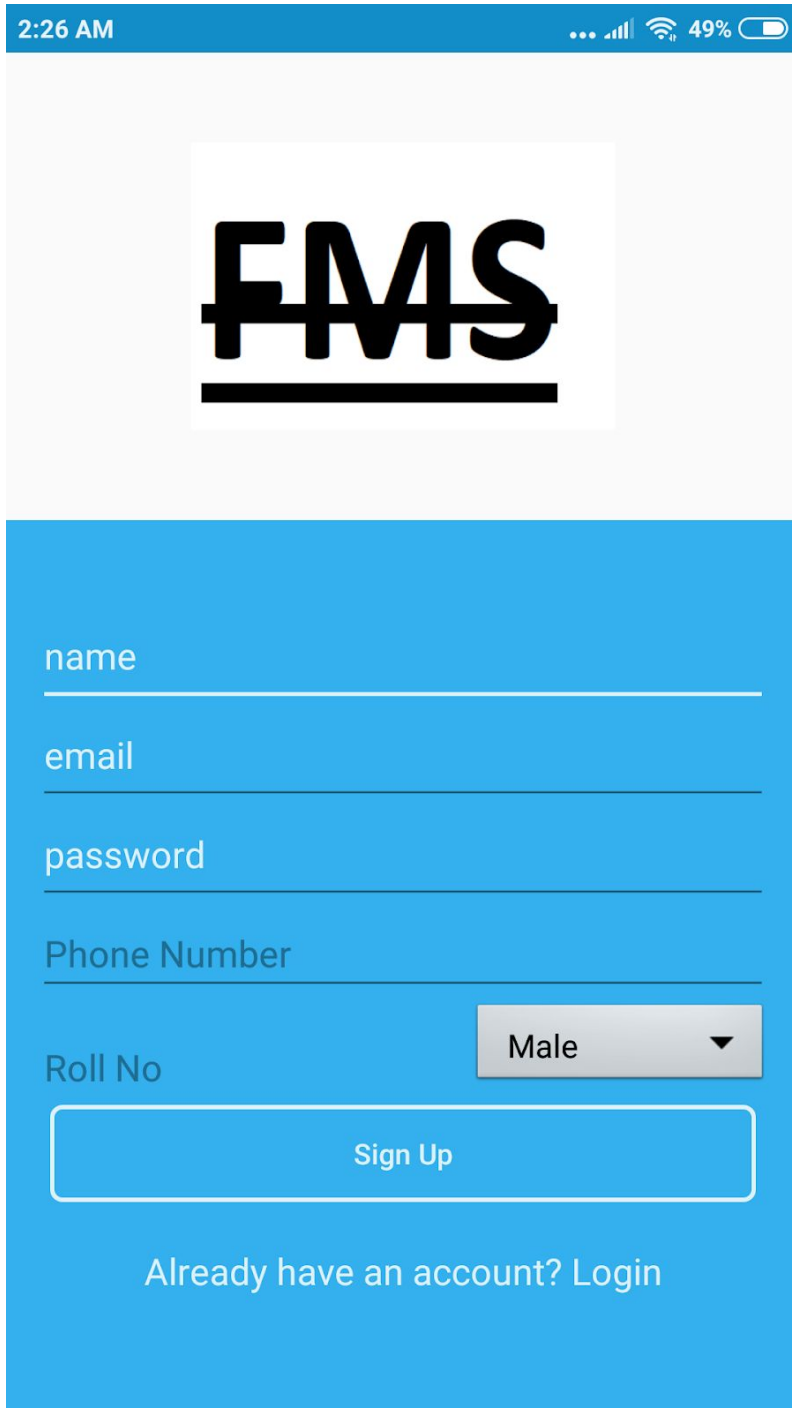
password

Email is required

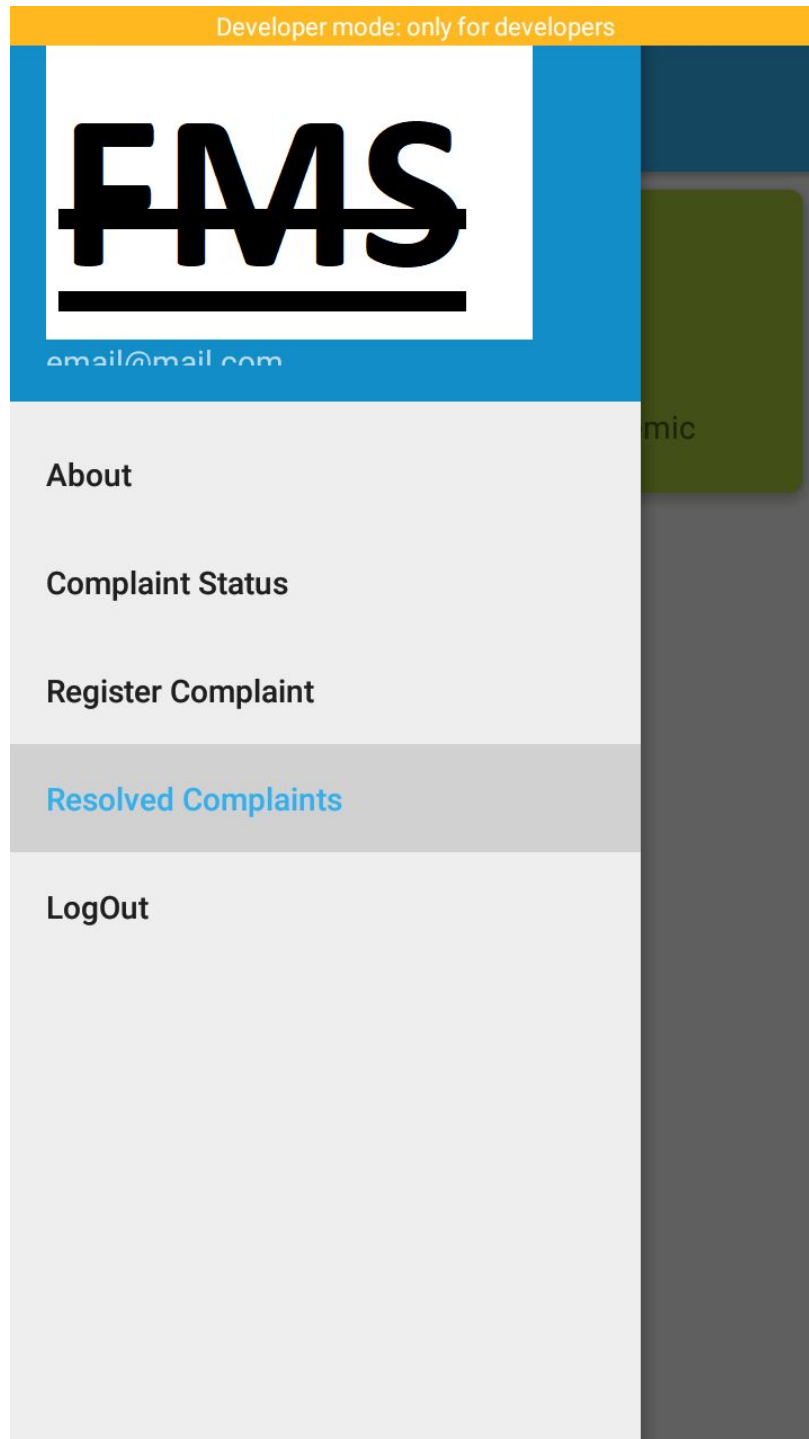
**Login**

Don't have account? Sign Up

Signup page



Available options for students



Available options for admin



## About



User Details

## Complaints



Pending Complaints



Completed Complaints

## Workers



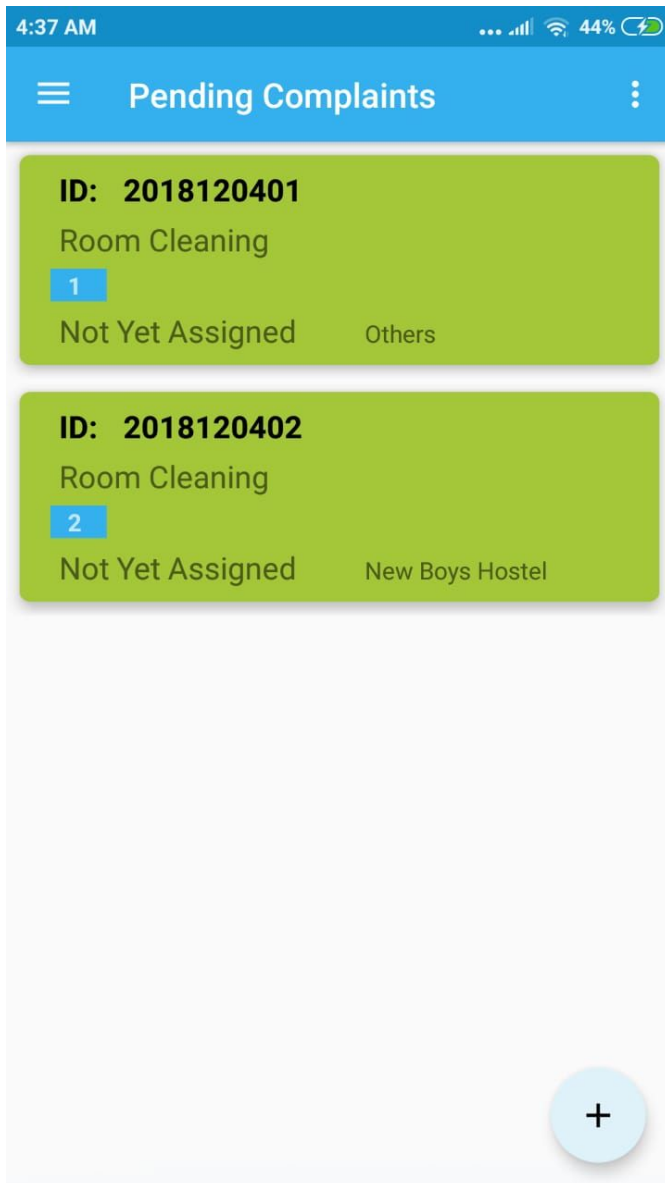
List of Workers



Logout

Pending Complaints





Completed Complaint

4:43 AM

...   44% 



## Resolved Complaints



**ID: 2018120421**

Carpenter

Resolved

Not Yet Assigned

New Academic  
Building

Add complaint

3:12 AM

... 47%



Student

Complaint Type

Others



Location/Building

Others



Roll No:

Room No:

Description

SUBMIT COMPLAINT

About Section

4G 0.02KB/s 03:57 for developer 61%

## About

Name

Madhav Thakker

Roll No.

2016159

Phone No.

9582078507

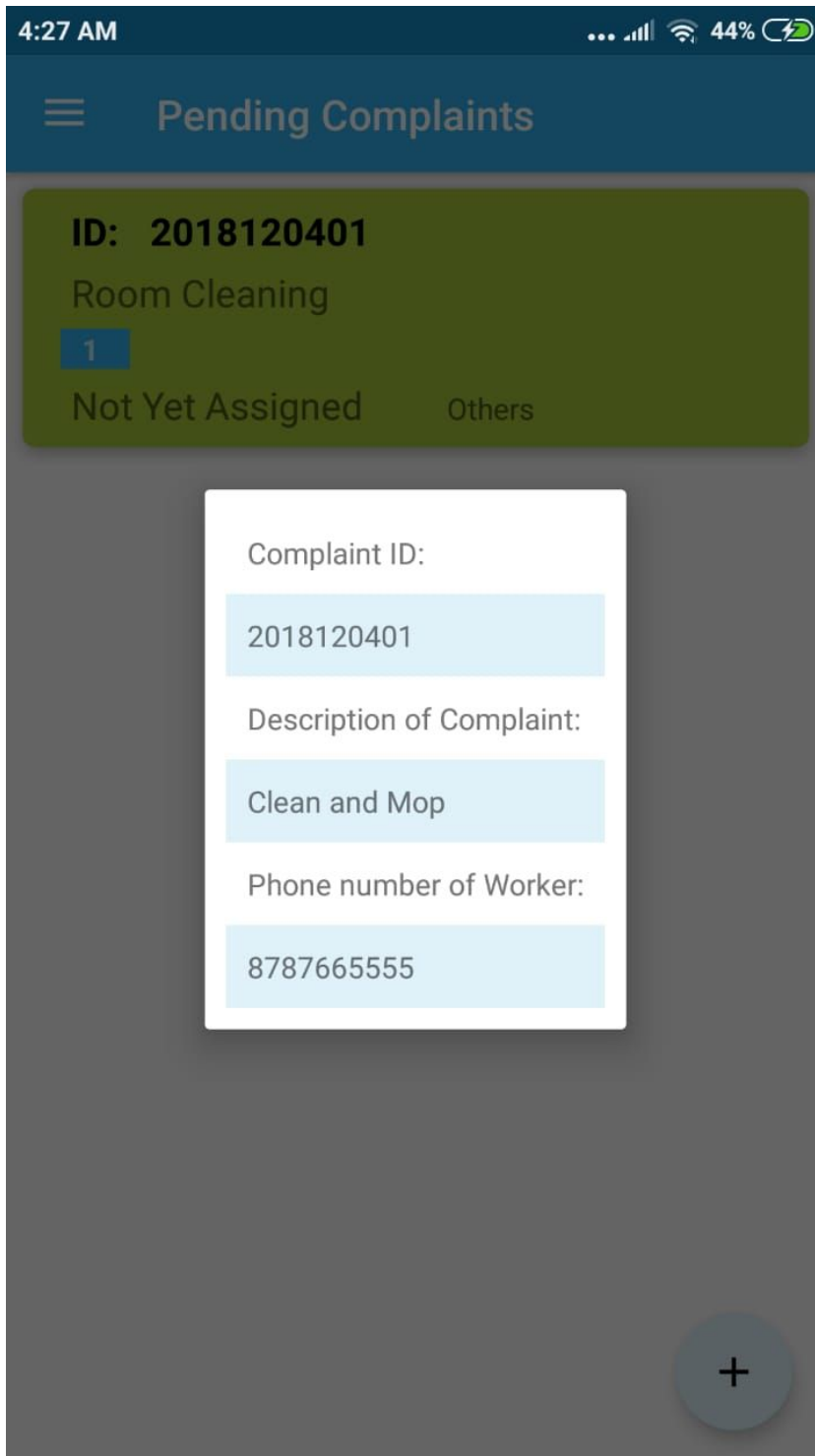
Email

mad@t.com

Gender

Male

Details of Worker on clicking existing completed of Pending Complaints Student



Details of Complaint on clicking existing completed of completed Complaints

4:42 AM

44%

≡

Resolved Complaints

ID: 2018120421

Carpenter

Resolved

Not Yet Assigned

New Academic

Complaint ID:

TextView

Description of Complaint:

TextView

Phone number of Worker:

TextView

Rate your Last Service

★

★

★

★

★

You Rated-3.5

DONE

List of Workers



## Add Worker



**ID: 1**

Name: w1    Phone: 123

Available

Room Cleaning

**ID: 2**

Name: w2    Phone: 123

Available

Room Cleaning

**ID: 3**

Name: w3    Phone: 133

Available

AC Servicing

**ID: 4**

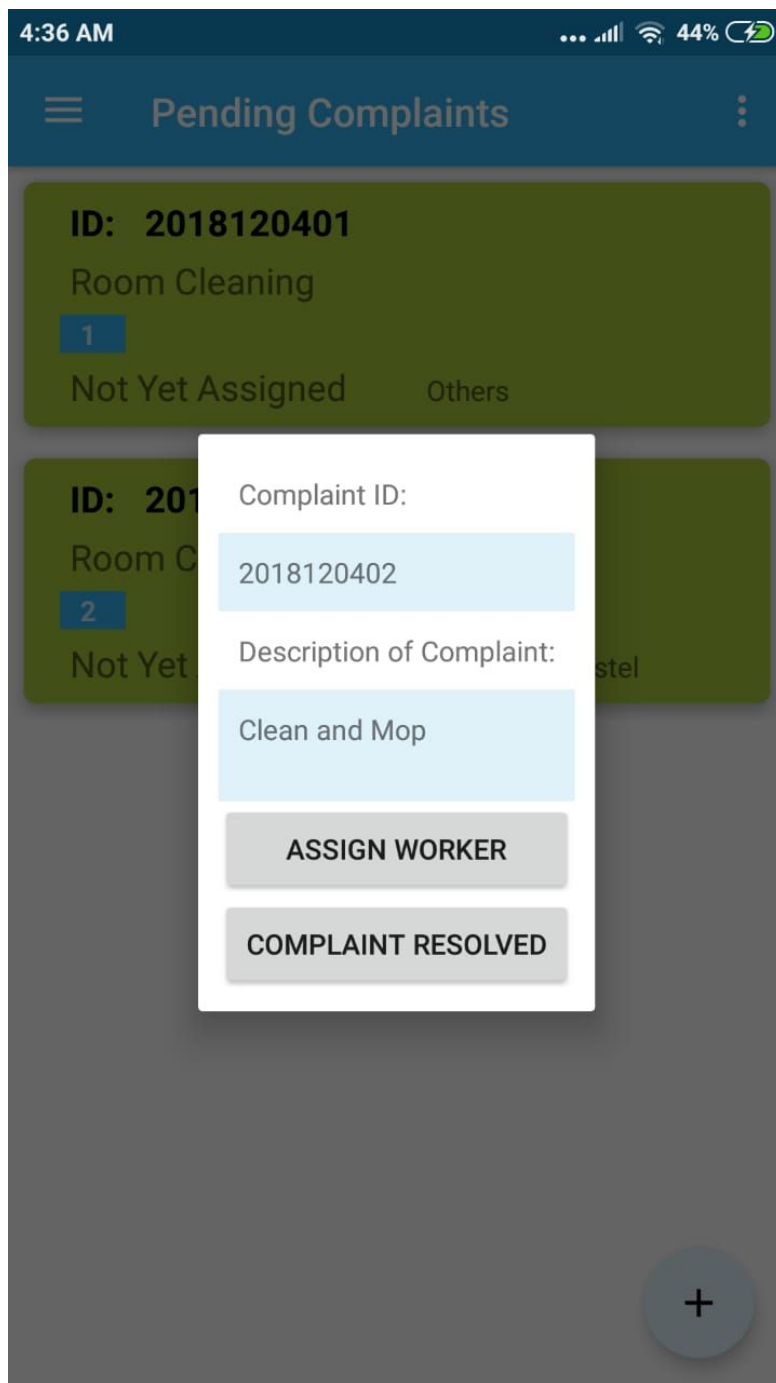
Name: manish    Phone: 94878484

Available

Room Cleaning



Info of Worker on clicking list item on list of workers





Add worker

3:09 AM 48%

FMS

ID: 1  
123  
4  
w1

ID: 2  
123  
4  
w2

ID: 3  
133  
4  
w3

ID: 4  
948784  
4  
manish Room cleaning

ID: 5  
123  
4

+

ID

Name

Phone No.

Type

Gender  
Male

SAVE

## Pending Complaints

Developer mode: only for developers



### Pending Complaints



**ID: 2018120401**

Room Cleaning

1

Not Yet Assigned

Others