

Complaint Redressal System

(AN ONLINE COMPLAINT RAISING WEB APP)

GITHUB LINK: <https://github.com/AnishAugustin09/Complaint-Redressal-System>

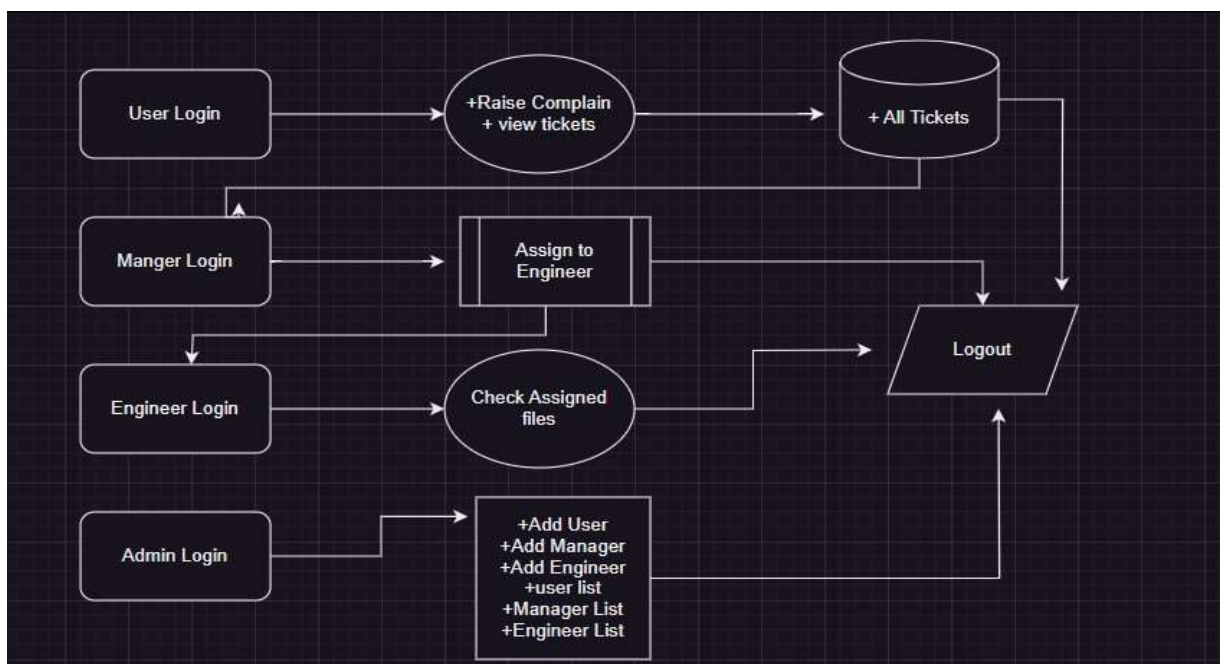
This document contains the:

- [Sprint Planning](#)
- [Flow of Project](#)
- [Concepts used in Project](#)
- [Working on Eclipse IDE](#)
- [Conclusion](#)

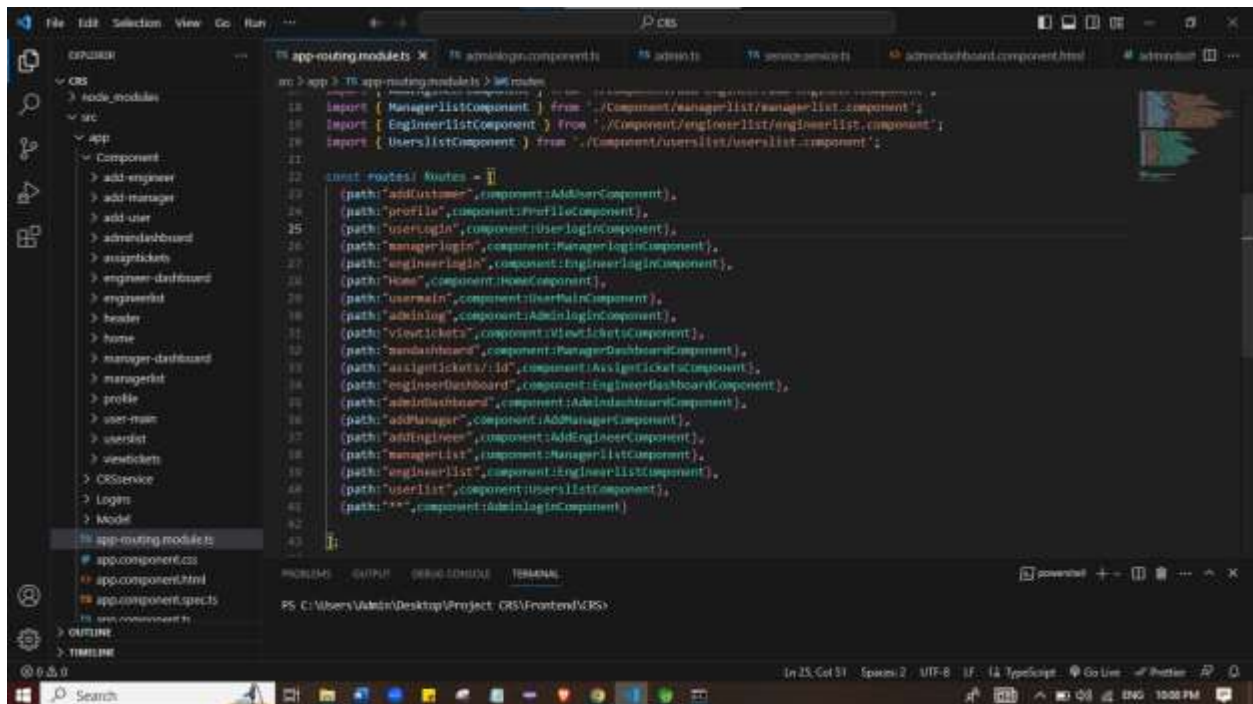
Sprint Planning:

For this project, I've planned to complete the project in 4 Sprints. And the task is completed according to that. And This is a Full Stack Java Project so Backend & Frontend Technologies used here

Flow of Project:



Project Flow:



The screenshot shows the Visual Studio Code interface. On the left, the Explorer sidebar displays a project structure with folders like 'src' and 'app'. The 'app' folder is expanded, showing a 'routing.module.ts' file. The main editor area displays the content of 'routing.module.ts', which includes imports for various components and a list of routes. The routes are defined in an array, each with a path and a corresponding component. The bottom status bar indicates the file is at line 25, column 51, and the project is using TypeScript.

```
src > app > routing.module.ts > @NgModule
import { NgModule } from '@angular/core';
import { RouterModule, Routes } from '@angular/router';
import { ManagerListComponent } from '../Component/managerlist/managerlist.component';
import { EngineerListComponent } from '../Component/engineerlist/engineerlist.component';
import { UsersListComponent } from '../Component/userslist/userslist.component';

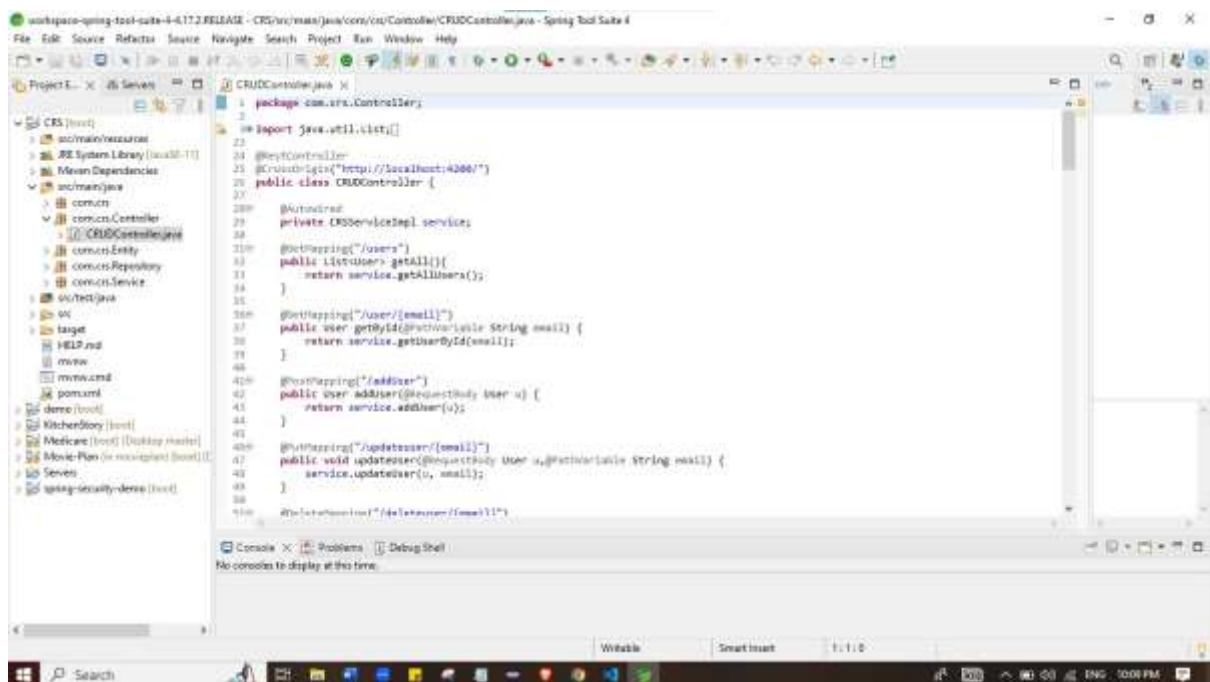
const routes: Routes = [
  { path: 'addCustomer', component: AddUserComponent },
  { path: 'profile', component: ProfileComponent },
  { path: 'userlogin', component: UserLoginComponent },
  { path: 'managerlogin', component: ManagerLoginComponent },
  { path: 'engineerlogin', component: EngineerLoginComponent },
  { path: 'home', component: HomeComponent },
  { path: 'usermain', component: UserMainComponent },
  { path: 'adminlogin', component: AdminLoginComponent },
  { path: 'viewtickets', component: ViewTicketsComponent },
  { path: 'mainsdashboard', component: ManagerDashboardComponent },
  { path: 'assigntickets/:id', component: AssignTicketComponent },
  { path: 'engineerDashboard', component: EngineerDashboardComponent },
  { path: 'adminDashboard', component: AdminDashboardComponent },
  { path: 'addManager', component: AddManagerComponent },
  { path: 'addEngineer', component: AddEngineerComponent },
  { path: 'managerList', component: ManagerListComponent },
  { path: 'engineerList', component: EngineerListComponent },
  { path: 'userList', component: UsersListComponent },
  { path: '', component: AdminLoginComponent }
];

@NgModule({
  imports: [RouterModule.forRoot(routes)],
  exports: [RouterModule]
})
export class AppRoutingModule {}
```

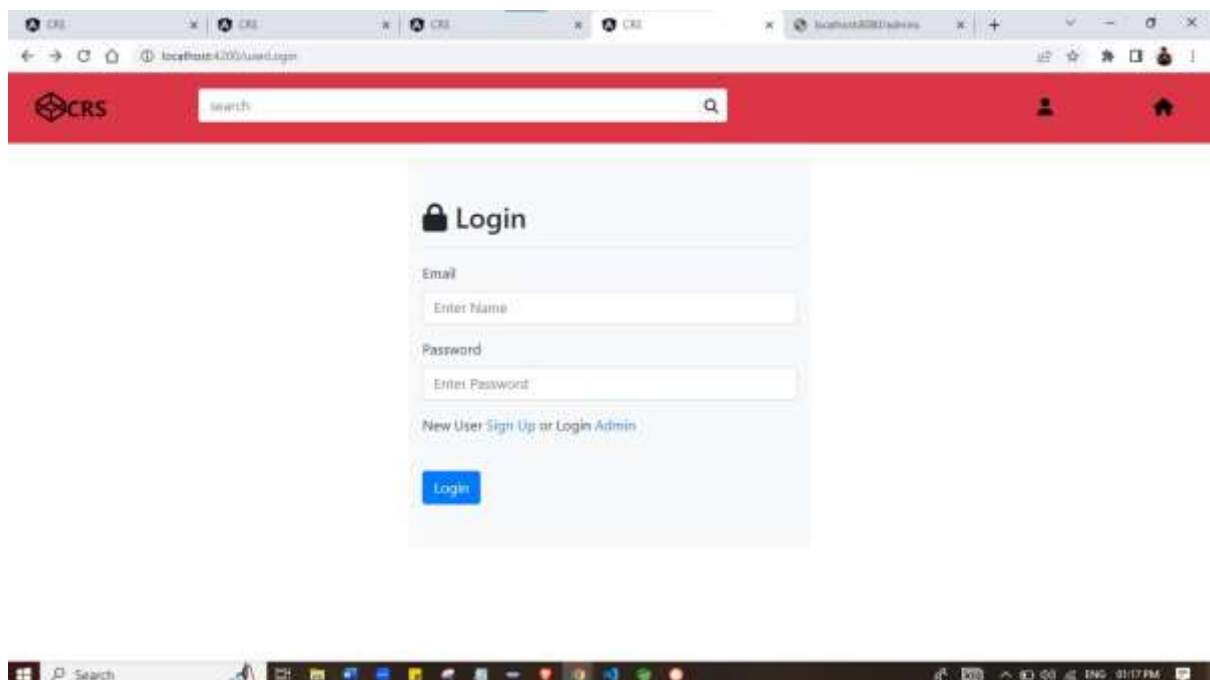
Concepts used in Project:

- HTML, CSS & JS
- ANGULAR
- JAVA , API, MAVEN
- SQL DATABASE
- SPRING TOOL SUITE 4
- Tomcat Server 9.0
- Git & Github
- POSTMAN
- VS Code

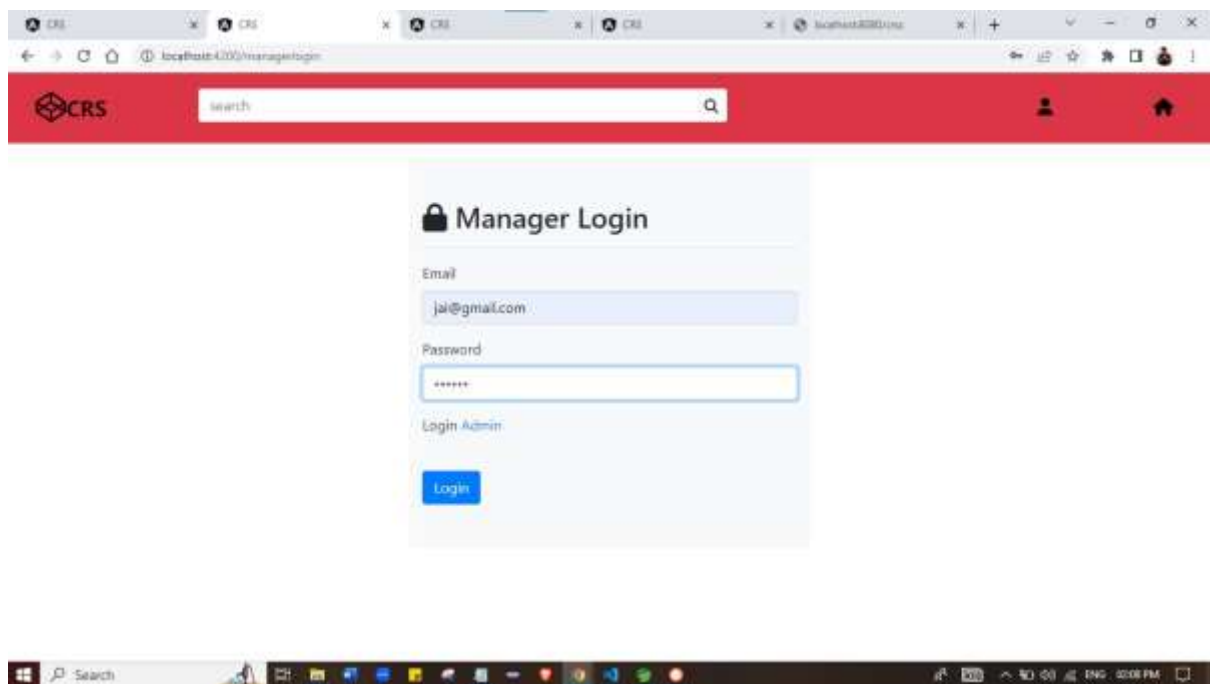
Project Flow:



Login page:



Manger Login:



The screenshot shows a web browser window with multiple tabs. The active tab is titled 'localhost:4200/managerlogin'. The browser's address bar shows the URL 'localhost:4200/managerlogin'. The page has a red header with the 'CRS' logo on the left, a search bar in the center, and user and home icons on the right. The main content area is a light blue box titled 'Manager Login' with a lock icon. It contains an 'Email' field with 'jai@gmail.com', a 'Password' field with six asterisks, a 'Login Admin' link, and a blue 'Login' button. The Windows taskbar at the bottom shows the search bar, task view button, and several application icons. The system tray on the right shows the date and time as 'ENG 10:08 PM'.

CRS

search

Manager Login

Email

jai@gmail.com

Password

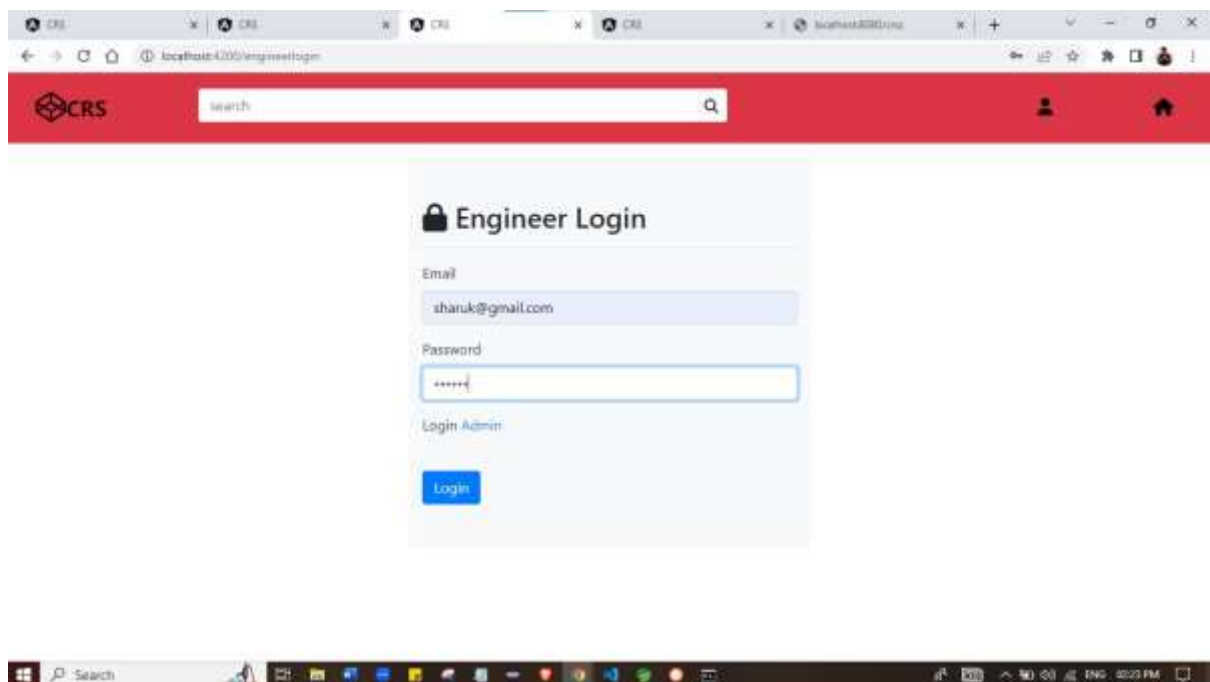
Login Admin

Login

Search

ENG 10:08 PM

Engineer Login:



The screenshot shows a web browser window with multiple tabs. The active tab is titled 'localhost:4200/engineerlogin'. The browser's address bar shows the URL 'localhost:4200/engineerlogin'. The page has a red header with the 'CRS' logo on the left, a search bar in the center, and user and home icons on the right. The main content area is a light blue box titled 'Engineer Login' with a lock icon. It contains an 'Email' field with 'sharuk@gmail.com', a 'Password' field with six asterisks, a 'Login Admin' link, and a blue 'Login' button. The Windows taskbar at the bottom shows the search bar, task view button, and several application icons. The system tray on the right shows the date and time as 'ENG 10:08 PM'.

CRS

search

Engineer Login

Email

sharuk@gmail.com

Password

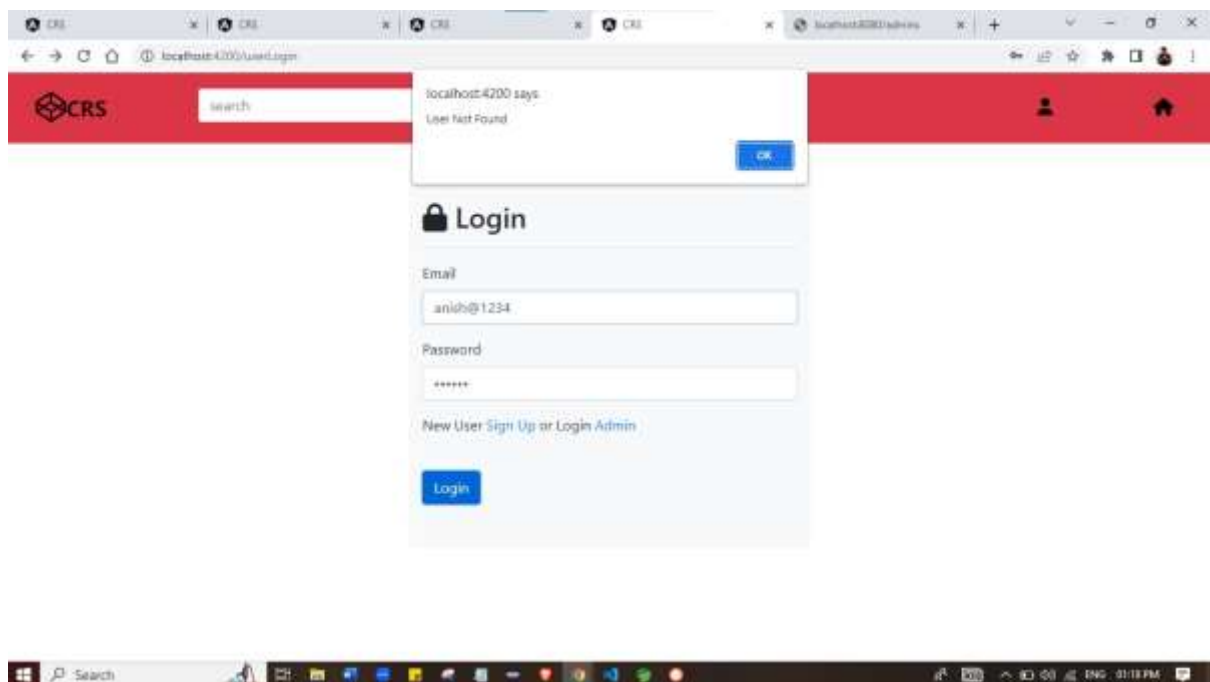
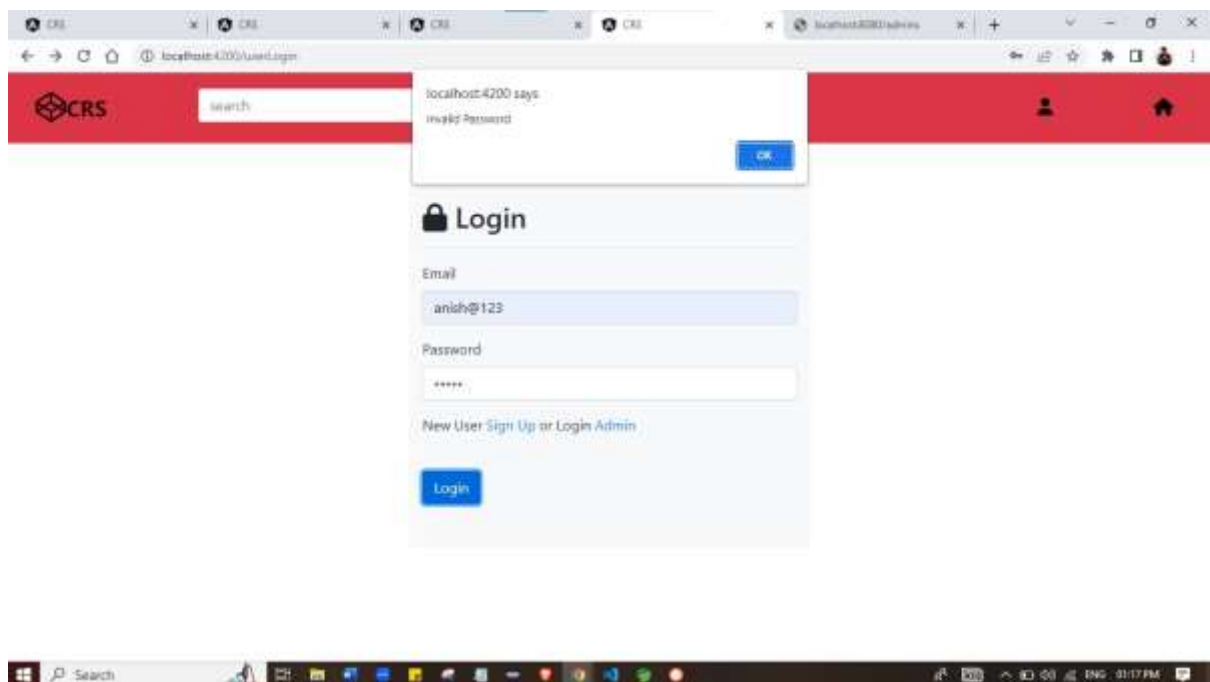
Login Admin

Login

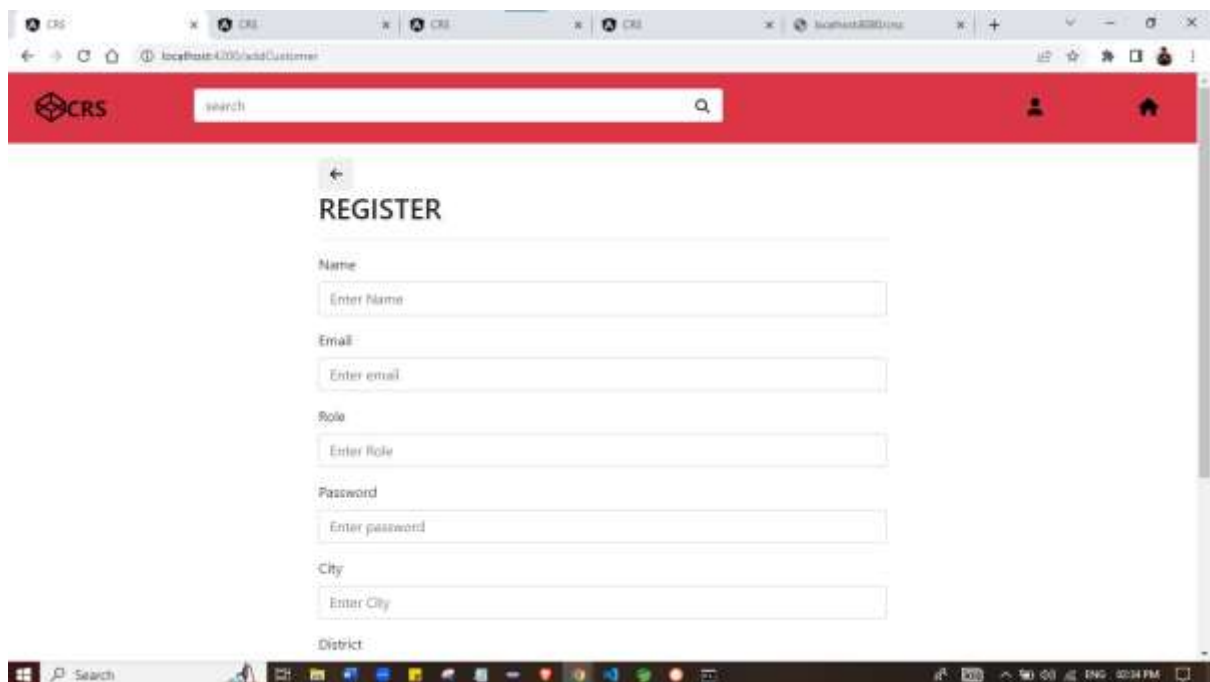
Search

ENG 10:08 PM

Login validation:

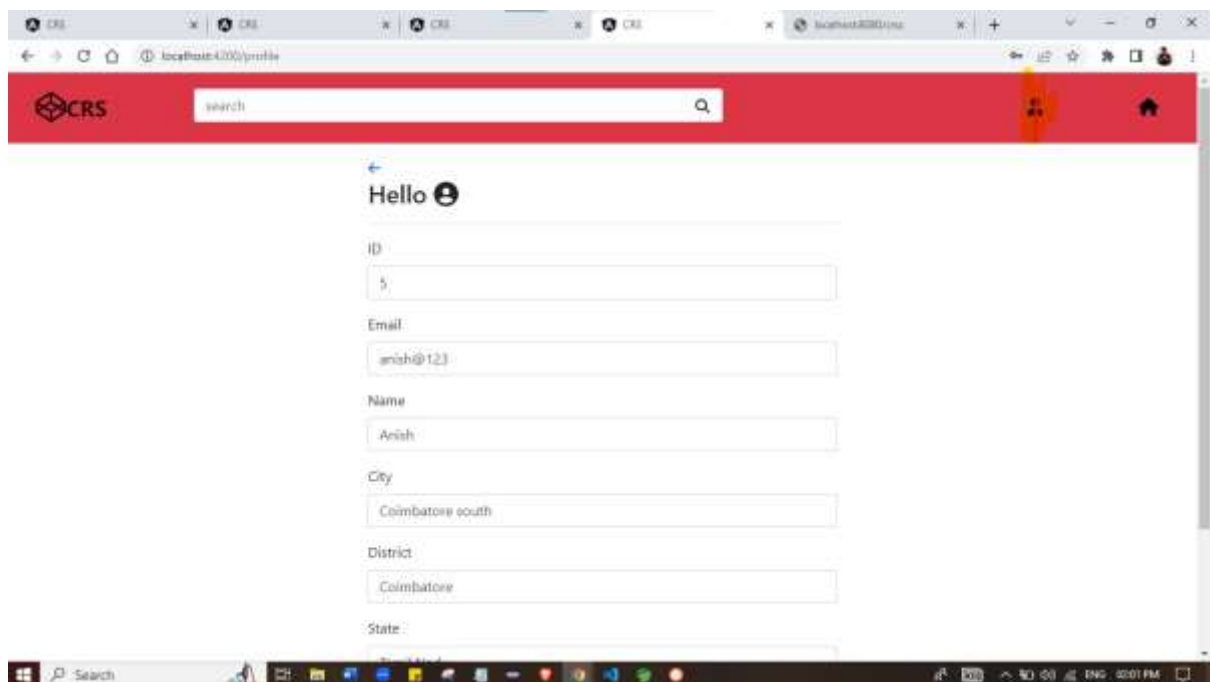


Register page:



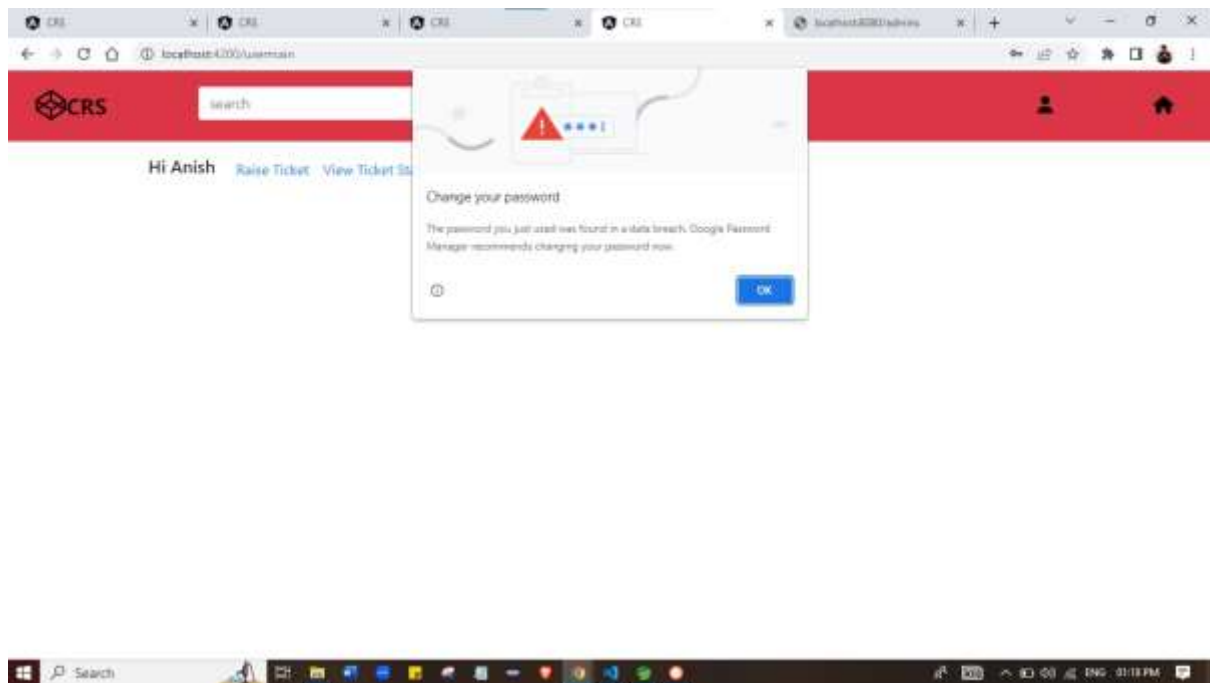
The screenshot shows a web browser window with multiple tabs. The active tab is titled 'localhost:4200/addCustomer'. The browser's address bar shows 'localhost:4200/addCustomer'. The page has a red header with the 'CRS' logo on the left, a search bar in the center, and user and home icons on the right. The main content area is white and contains a 'REGISTER' heading with a back arrow. Below the heading are several input fields: 'Name' (with placeholder 'Enter Name'), 'Email' (with placeholder 'Enter email'), 'Role' (with placeholder 'Enter Role'), 'Password' (with placeholder 'Enter password'), 'City' (with placeholder 'Enter City'), and 'District'. The Windows taskbar is visible at the bottom, showing the time as 12:34 PM.

Login Profile:

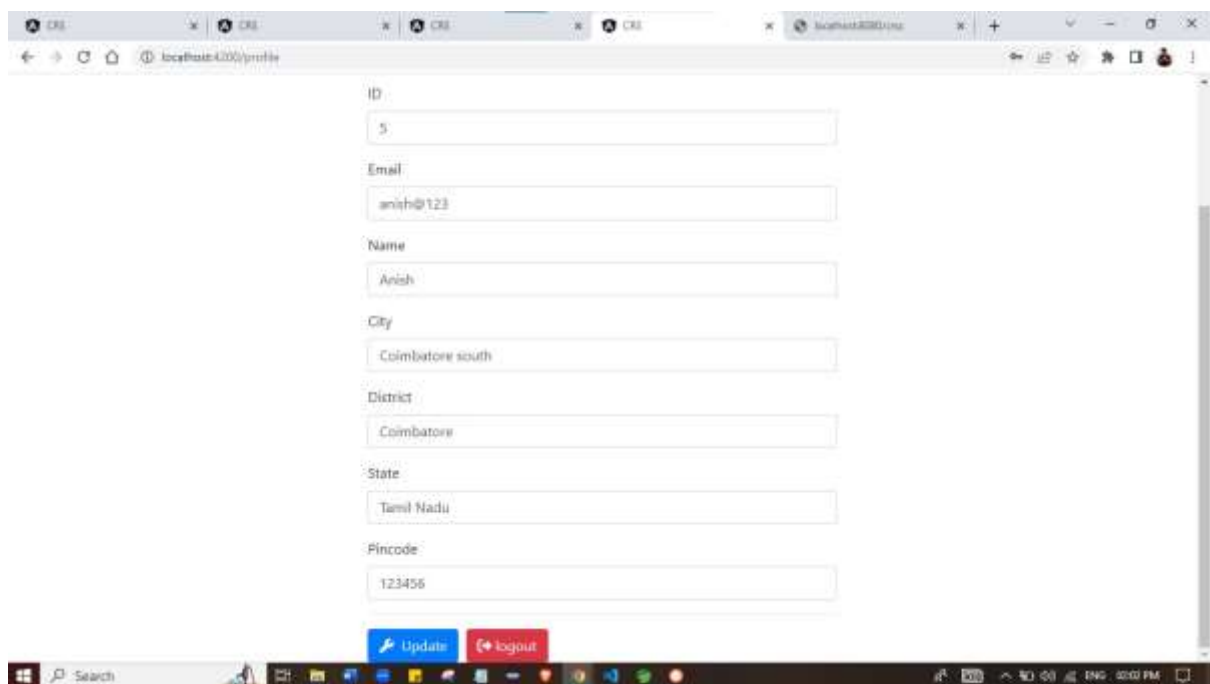


The screenshot shows a web browser window with multiple tabs. The active tab is titled 'localhost:4200/profile'. The browser's address bar shows 'localhost:4200/profile'. The page has a red header with the 'CRS' logo on the left, a search bar in the center, and user and home icons on the right. The main content area is white and contains a 'Hello' greeting with a user icon. Below the greeting are several input fields: 'ID' (with value '5'), 'Email' (with value 'anish@123'), 'Name' (with value 'Anish'), 'City' (with value 'Coimbatore south'), 'District' (with value 'Coimbatore'), and 'State'. The Windows taskbar is visible at the bottom, showing the time as 12:31 PM.

Home page:



Logout:



Raise Ticket:

The screenshot shows a web browser window with the URL `localhost:4200/home`. The page has a red header with the CRS logo and a search bar. The main content area is titled "Raise a Complaint" and contains a form with the following fields:

- Username:** Anish
- Email:** anish@123
- City:** Coimbatore south
- State:** Tamil Nadu
- Zip:** 123456
- Status:** (empty)
- Complaint:** A text area with the placeholder "Leave a Complaint here".

A blue "Raise Ticket" button is located at the bottom left of the form.

View Raised Ticket:

The screenshot shows a web browser window with the URL `localhost:4200/viewtickets`. The page has a red header with the CRS logo and a search bar. The main content area is titled "Your Complaints" and contains a table with the following data:

| Id | Complaint | Status | Email | Operation |
|----|---|--------|-----------|---|
| 1 | My Broadband is not working from Yesterday. The LOPSON light is blinking in RED. Try fixing within tomorrow. Thank You. | Raised | anish@123 | Edit Return |

Manager Assigning Tickets:

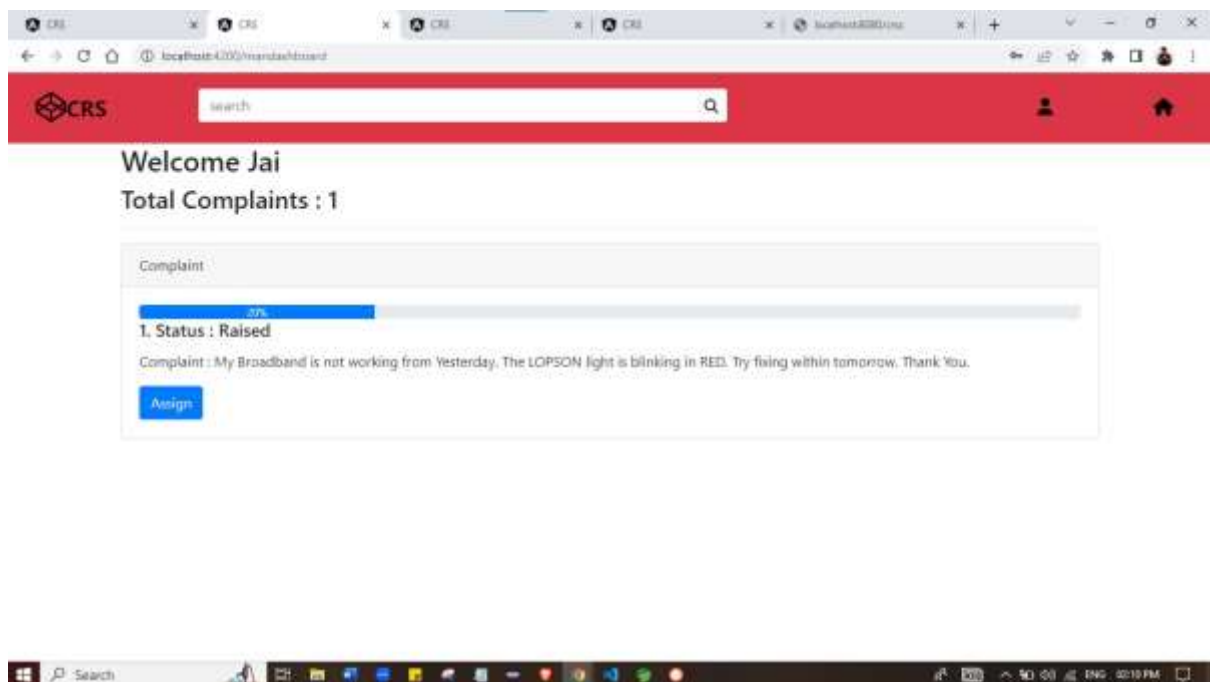
The screenshot shows a web browser window with the URL `localhost:4200/assigntickets/65`. The page has a red header with the CRS logo and a search bar. The main content area is titled "Assign Complaint to Engineer". Below this, there is a "Complaint" section with the following details:

- Status :** Raised
- Complaint:** My Broadband is not working from Yesterday. The LOPSON light is blinking in RED. Try fixing within tomorrow. Thank You.
- Manager Name:** jai
- Manager Email:** jai@gmail.com
- Engineer Name:** Sharuk
- Engineer Email:** sharuk@gmail.com

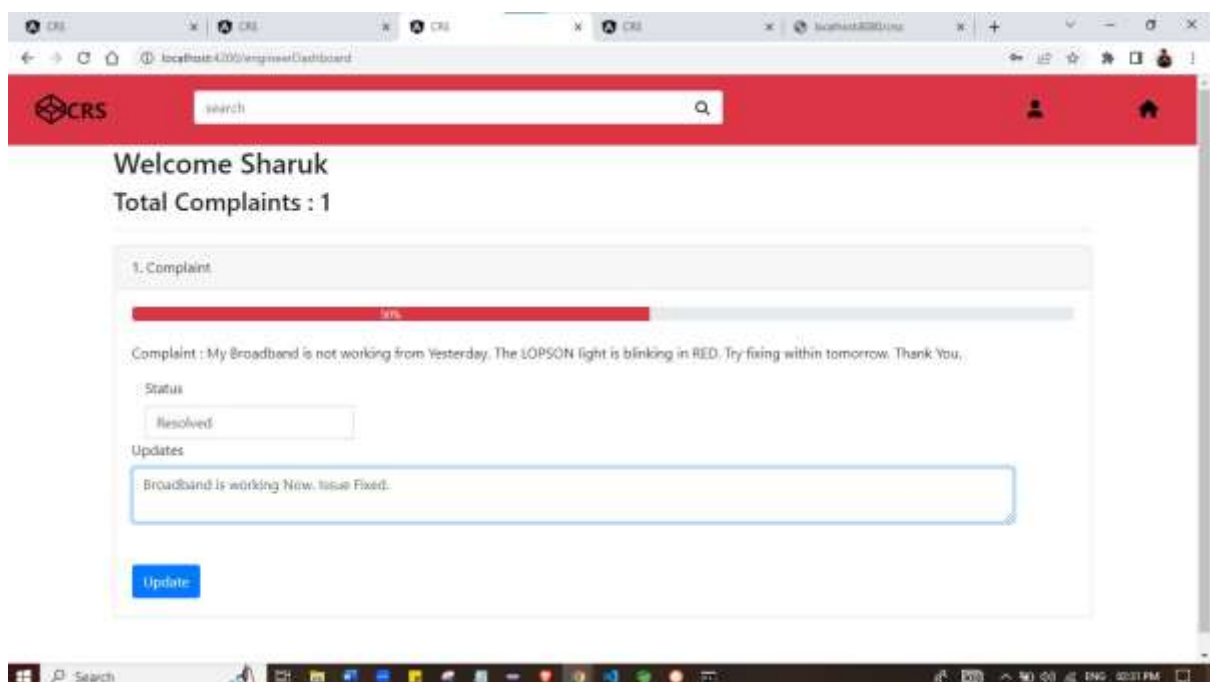
At the bottom of the form is a blue "Send Mail" button. The browser's taskbar at the bottom shows the Windows Start button, a search bar, and several application icons.

The screenshot shows the CRS dashboard with the URL `localhost:4200/maindashboard`. The page features a red header with the CRS logo and a search bar. On the left, there is a section titled "Total Complaints :". On the right, a white notification box displays the message "localhost:4200 says Assigned Successfully" with an "OK" button. The browser's taskbar at the bottom is identical to the previous screenshot.

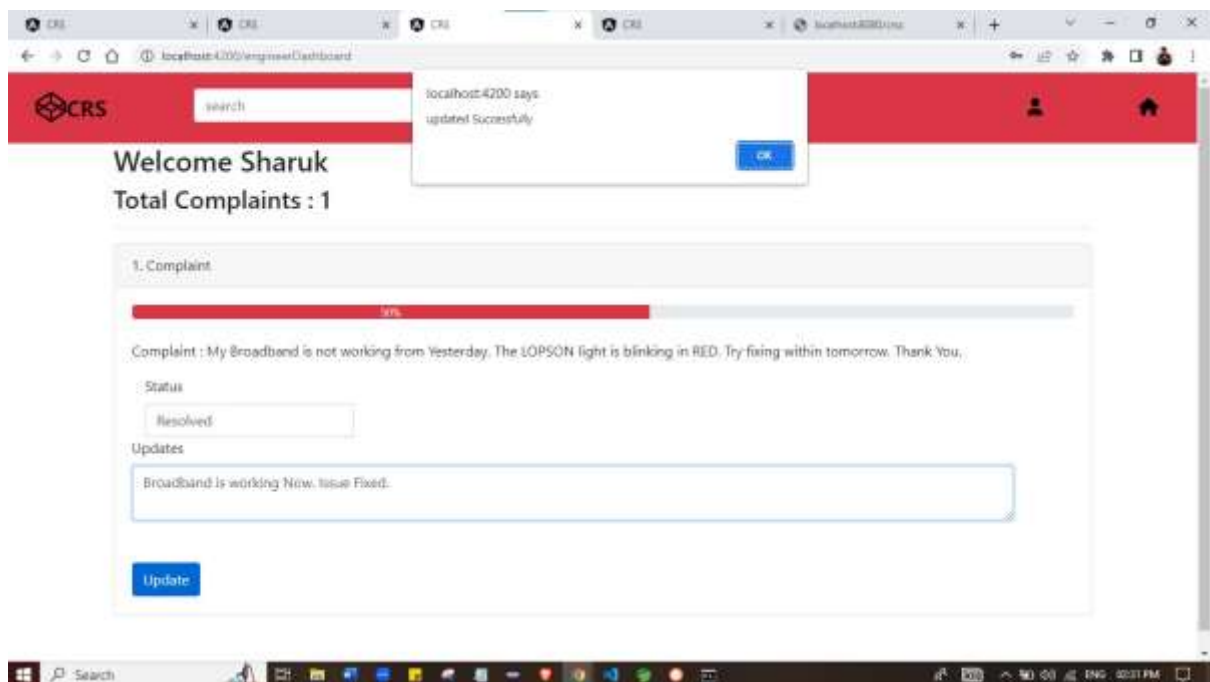
Manager Dashboard:



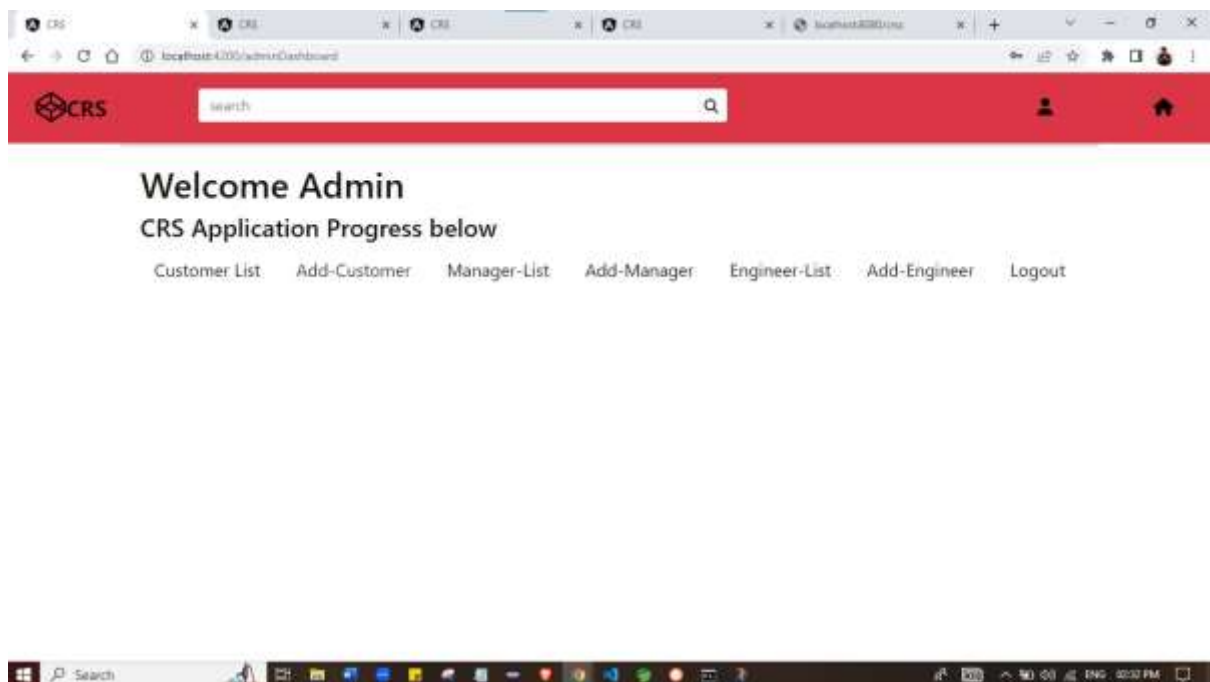
Engineer Dashboard:



Engineer Updates:



Admin DashBoard:



Add Manager:

The screenshot shows a web browser window with the URL `localhost:4200/addCustomer`. The page has a red header with the CRS logo and a search bar. The main content area is titled 'REGISTER' and contains a form with the following fields: Name, Email, Role, Password, City, and District. Each field has a placeholder text indicating what to enter.

CRS

search

REGISTER

Name
Enter Name

Email
Enter email

Role
Enter Role

Password
Enter password

City
Enter City

District

Add Engineer:

This screenshot is identical to the one above, showing the 'REGISTER' form in the CRS application. The form fields are: Name, Email, Role, Password, City, and District, each with a corresponding input box and placeholder text.

CRS

search

REGISTER

Name
Enter Name

Email
Enter email

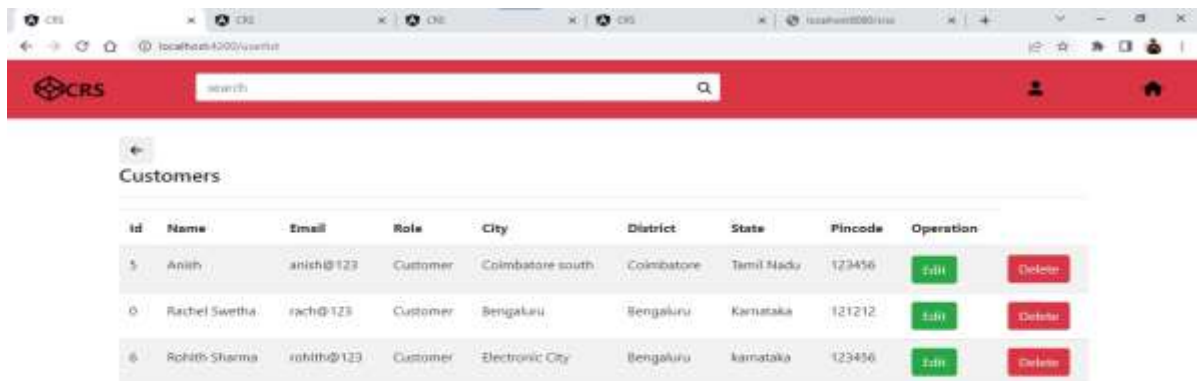
Role
Enter Role

Password
Enter password

City
Enter City

District

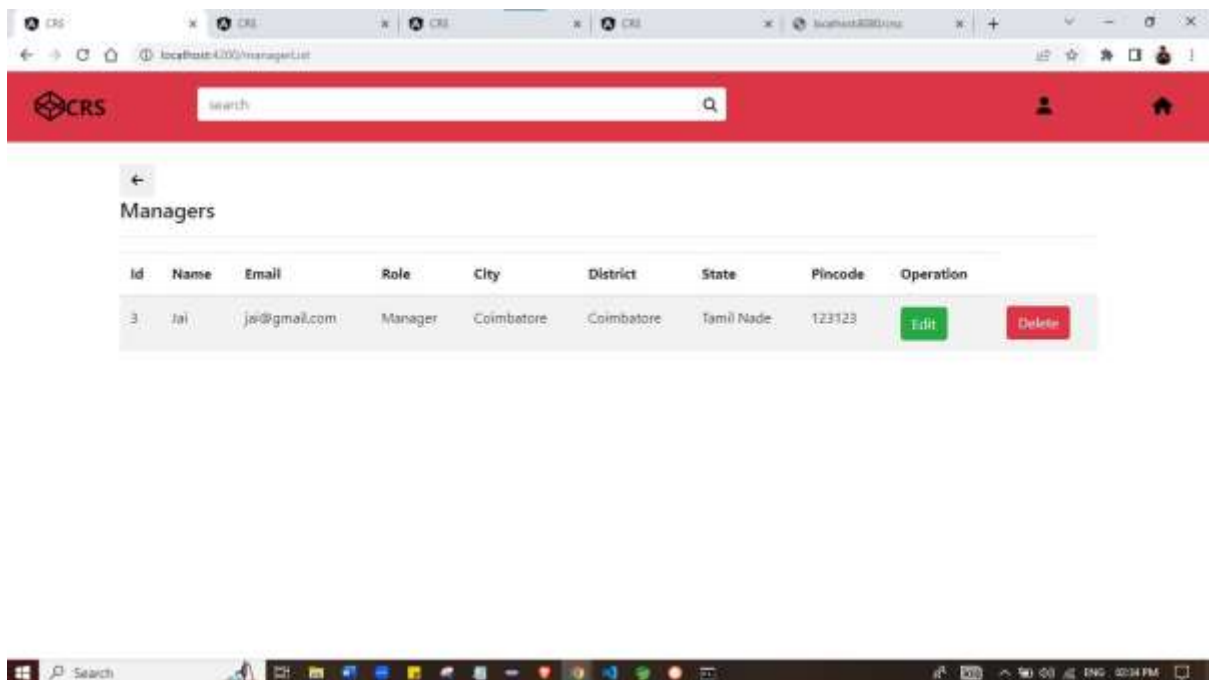
All Customers:



The screenshot shows a web browser with multiple tabs. The active tab is titled 'localhost:4200/users'. The page has a red header with the 'CRS' logo and a search bar. Below the header, there is a 'Customers' section with a table listing three customers. Each row in the table has 'Edit' and 'Delete' buttons in the 'Operation' column.

| Id | Name | Email | Role | City | District | State | Pincode | Operation |
|----|---------------|------------|----------|------------------|------------|------------|---------|---|
| 5 | Anish | anish@123 | Customer | Coimbatore south | Coimbatore | Tamil Nadu | 123456 | Edit Delete |
| 0 | Rachel Swetha | rach@123 | Customer | Bengaluru | Bengaluru | Karnataka | 121212 | Edit Delete |
| 6 | Rohith Sharma | rohith@123 | Customer | Electronic City | Bengaluru | Karnataka | 123456 | Edit Delete |

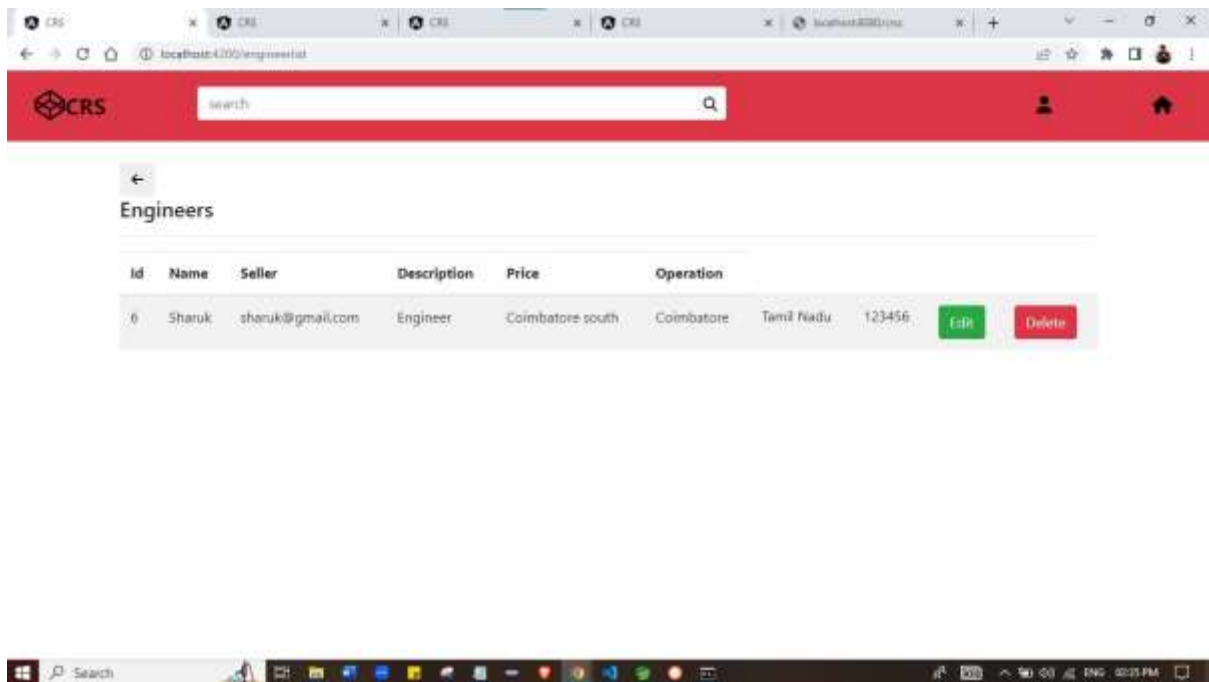
All Managers:



The screenshot shows a web browser with multiple tabs. The active tab is titled 'localhost:4200/managerList'. The page has a red header with the 'CRS' logo and a search bar. Below the header, there is a 'Managers' section with a table listing one manager. The table has columns for Id, Name, Email, Role, City, District, State, Pincode, and Operation. The 'Operation' column contains 'Edit' and 'Delete' buttons.

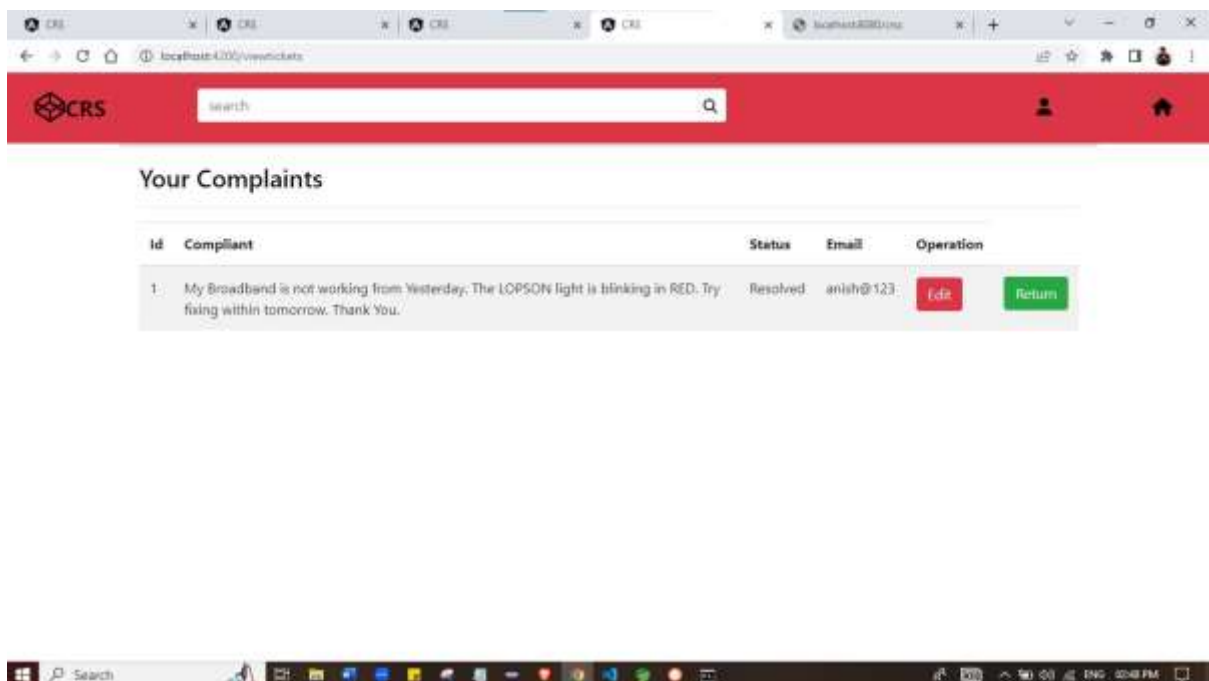
| Id | Name | Email | Role | City | District | State | Pincode | Operation |
|----|------|---------------|---------|------------|------------|------------|---------|---|
| 3 | Jai | jai@gmail.com | Manager | Coimbatore | Coimbatore | Tamil Nade | 123123 | Edit Delete |

All Engineers:



The screenshot shows a web browser window with multiple tabs. The active tab is 'localhost:4200/engineers'. The page features a red header bar with the CRS logo on the left, a search input field in the center, and user profile icons on the right. Below the header, the page title 'Engineers' is displayed. A table lists the details of an engineer:

| Id | Name | Seller | Description | Price | Operation |
|----|--------|------------------|-------------|------------------|--|
| 6 | Sharuk | sharuk@gmail.com | Engineer | Coimbatore south | Coimbatore Tamil Nadu 123456 Edit Delete |



The screenshot shows a web browser window with multiple tabs. The active tab is 'localhost:4200/viewtickets'. The page features a red header bar with the CRS logo on the left, a search input field in the center, and user profile icons on the right. Below the header, the page title 'Your Complaints' is displayed. A table lists the details of a complaint:

| Id | Complaint | Status | Email | Operation |
|----|---|----------|-----------|---|
| 1 | My Broadband is not working from Yesterday. The LOPSON light is blinking in RED. Try fixing within tomorrow. Thank You. | Resolved | anish@123 | Edit Return |

FINAL SETTING : Upload files to GitHub Repository

- Open your command prompt and navigate to the folder where you have created your files.
- `cd <folder path>`
- Initialize repository using the following command:
- `git init`
- Add all the files to your git repository using the following command:
- `git add .`
- Commit the changes using the following command:
- `git commit . -m <commit message>`
- Push the files to the folder you initially created using the following command:
- `git push -u origin master`

Unique Selling Points:

1. This application is use to Complaint & manage the Raised Tickets, users & Complaint Record
2. This application will keep on running until user close the program.
3. It allows the admin to add, update , delete, for the Complaint, Users & Managers Record.
4. It allows the admin to Update Password, Search Reports by date and Category & Search user by email.

Conclusion:

Further enhancements to the application can be made which may include To deliver better Front-end.

THANK YOU

