Complaint Redressal System

(AN ONLINE COMPLAINT RAISING WEB APP)

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

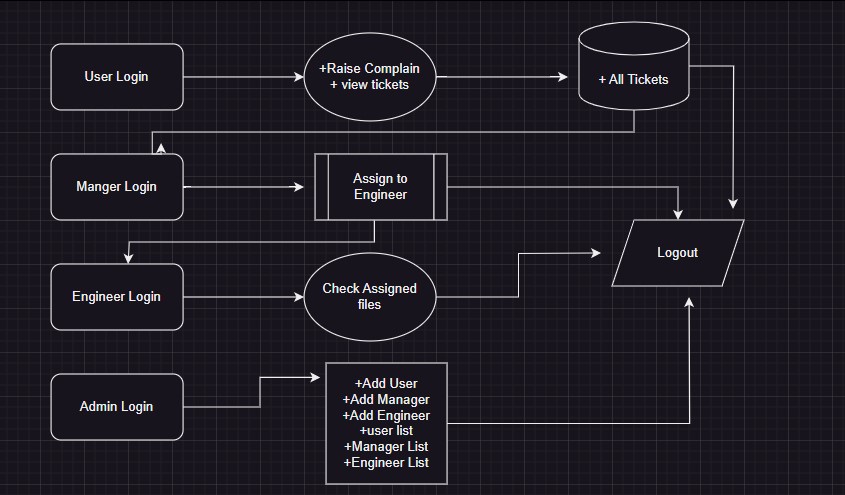
**This document contains the:**

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

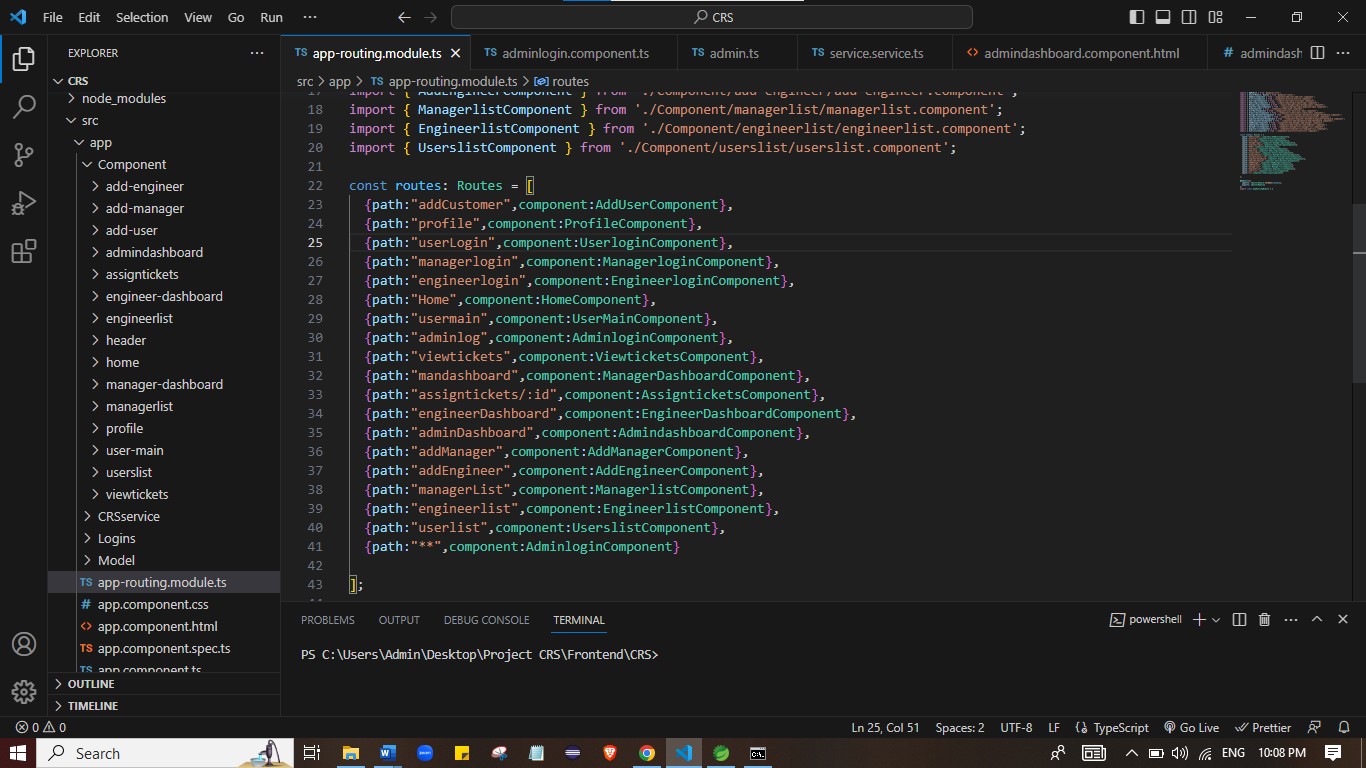
**Sprint Planning:**

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:**



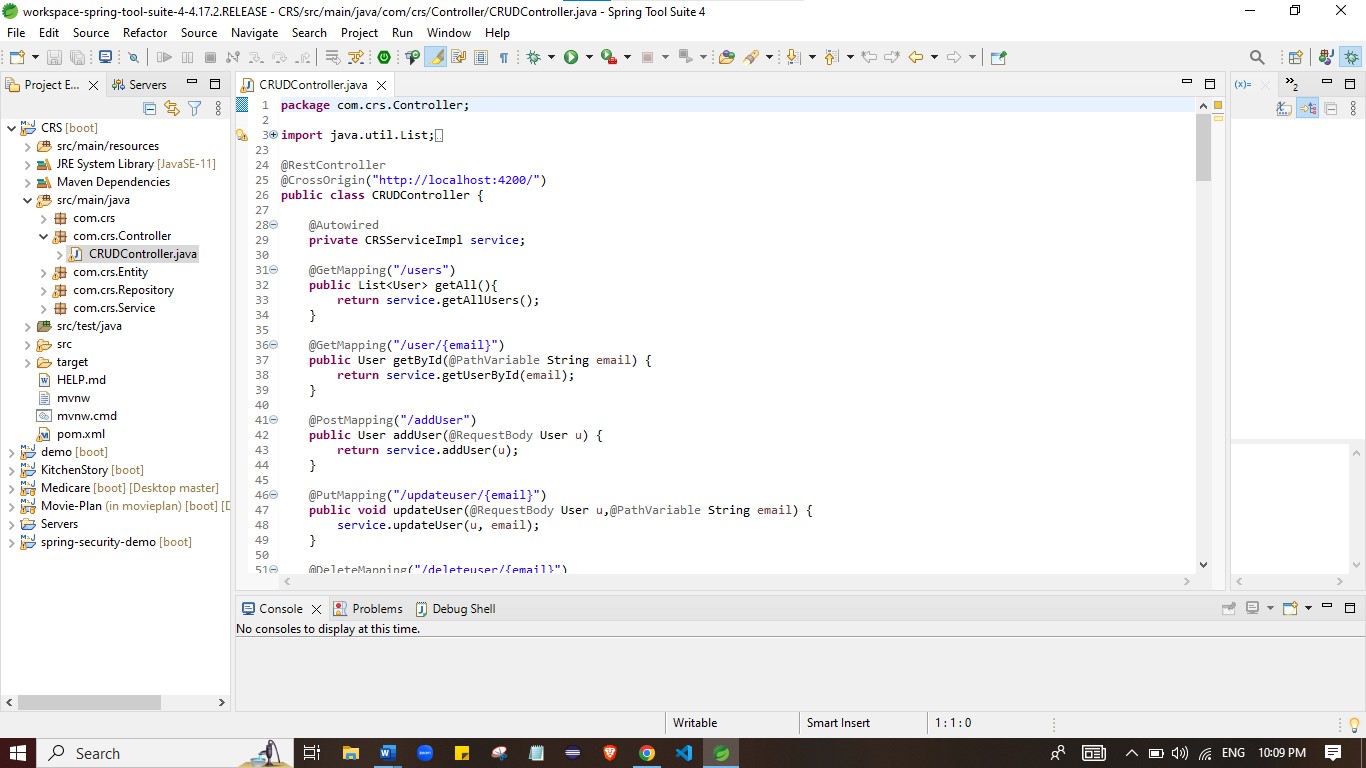
**Project Flow:**

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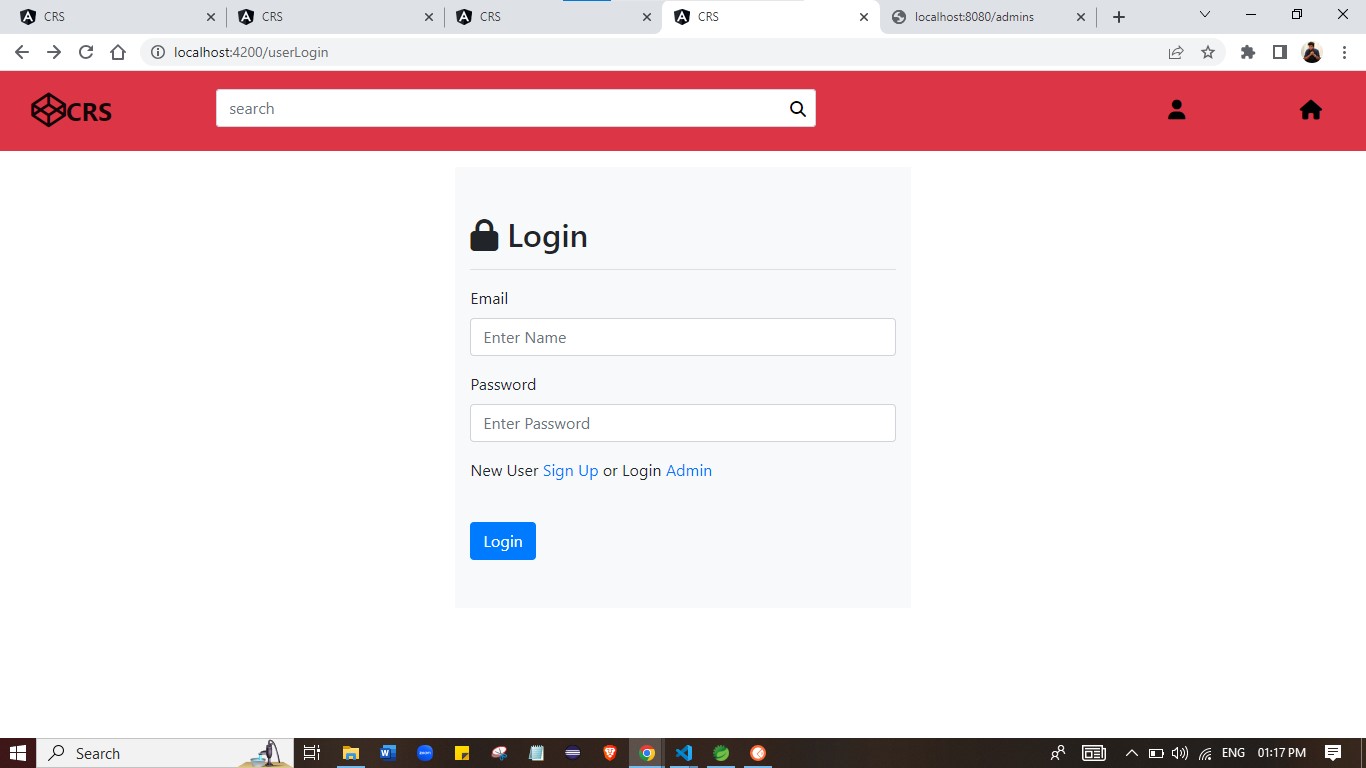
**Concepts used in Project:**

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

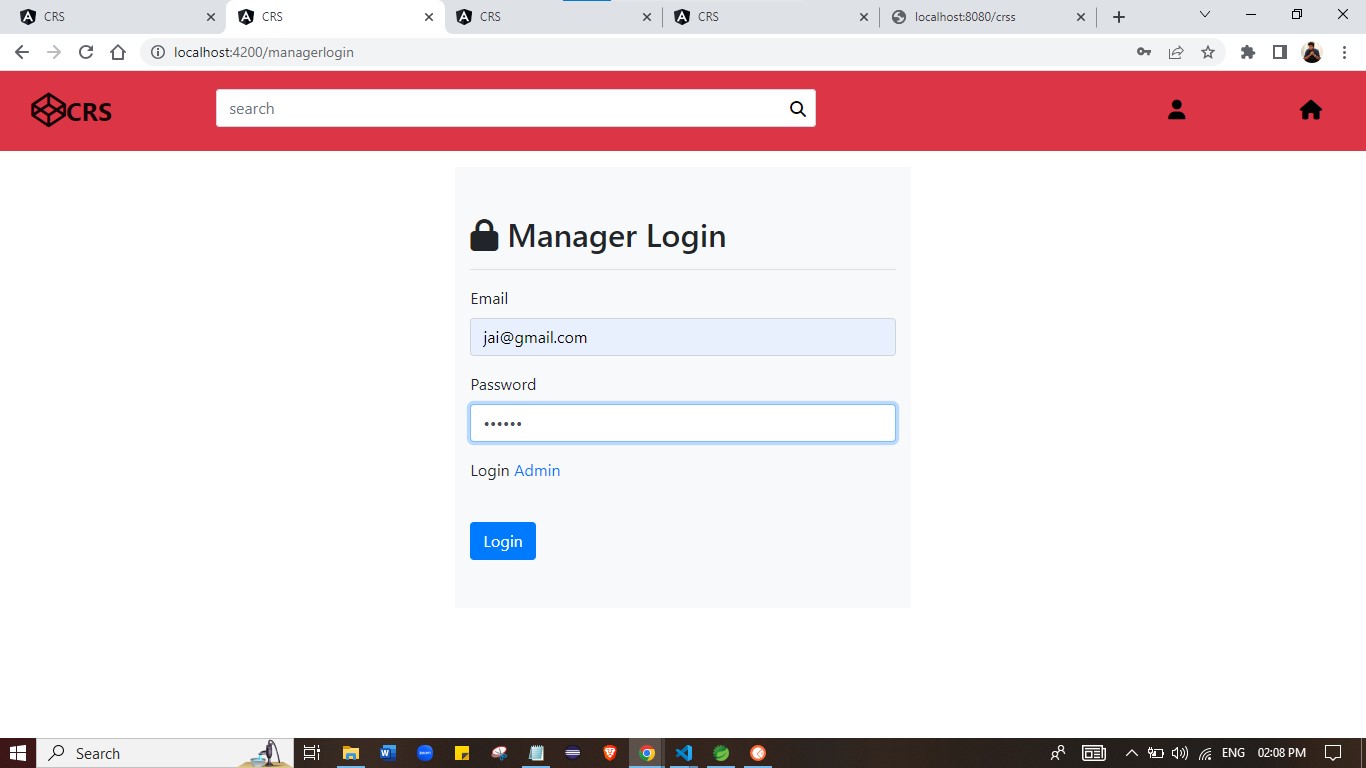
**Project Flow:**

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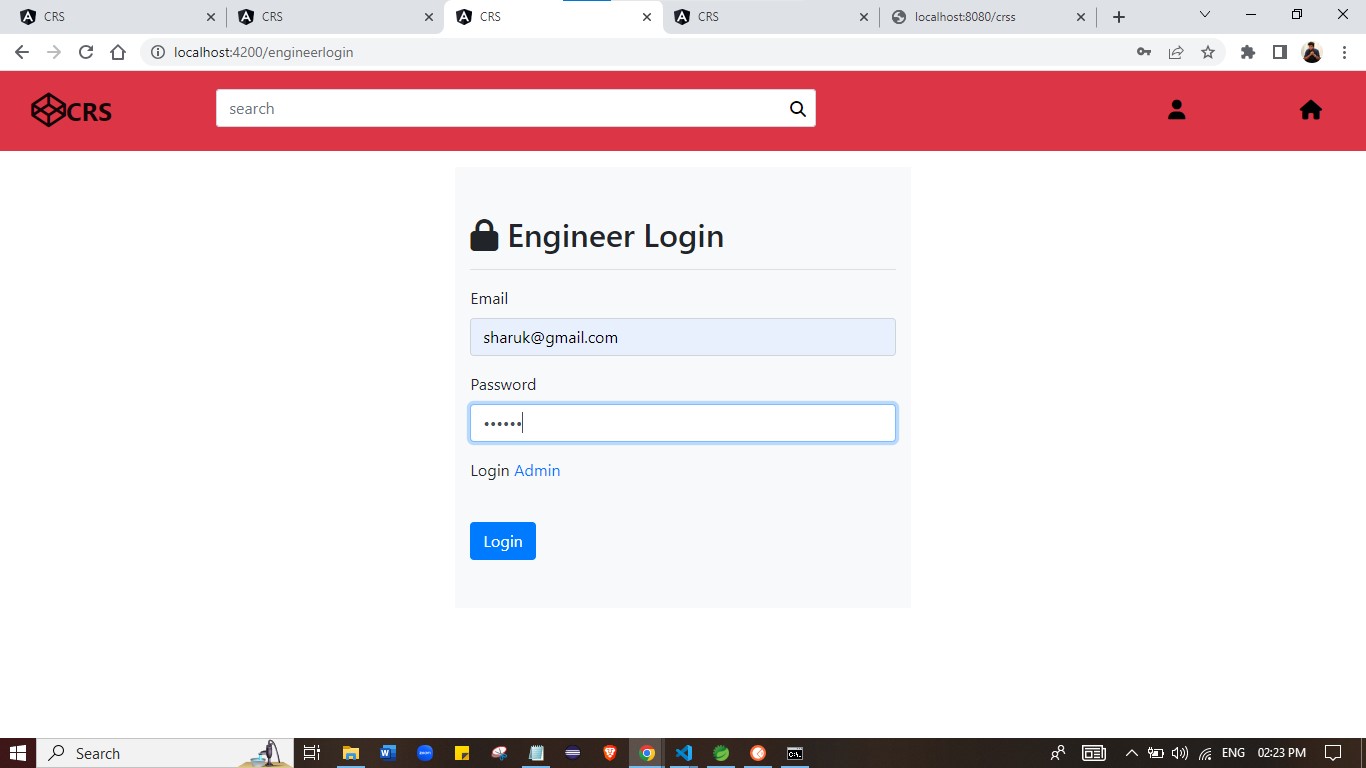
**Login page:**

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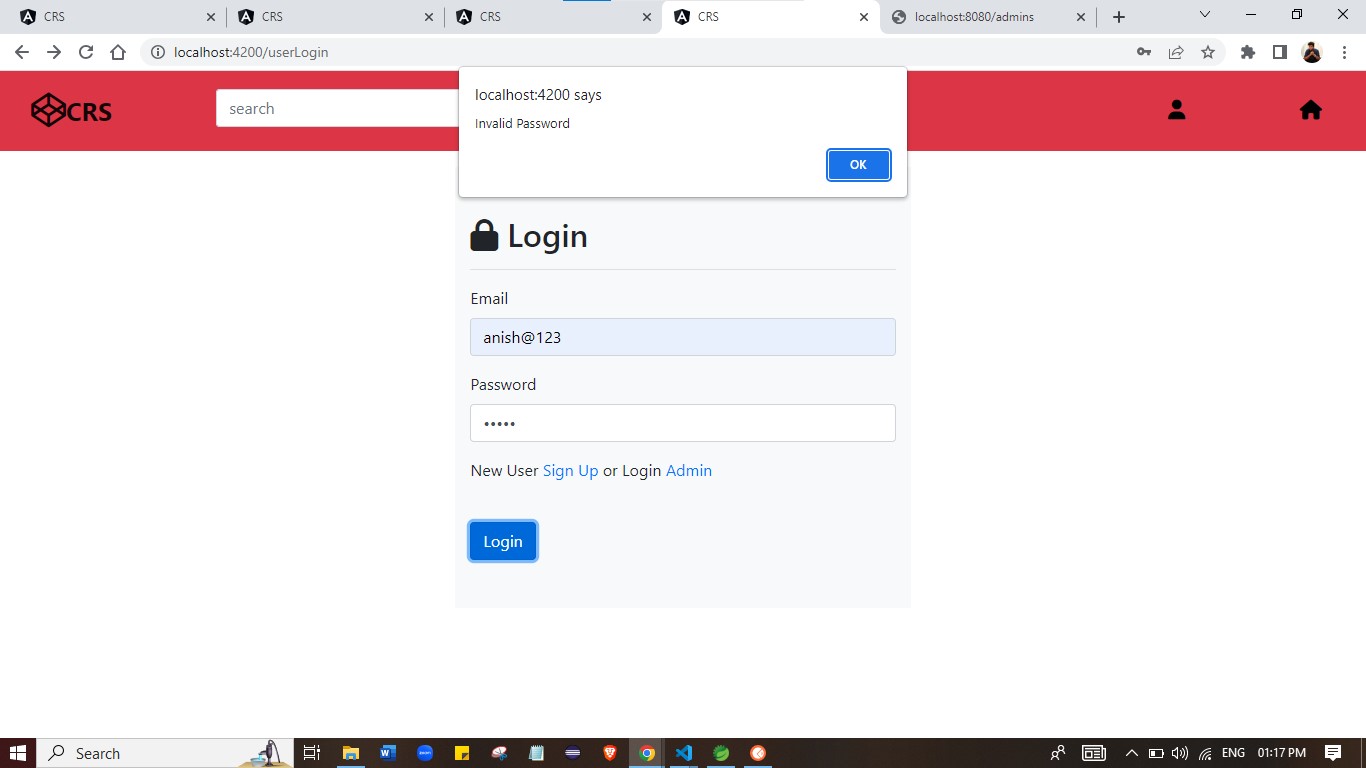
**Manger Login:**

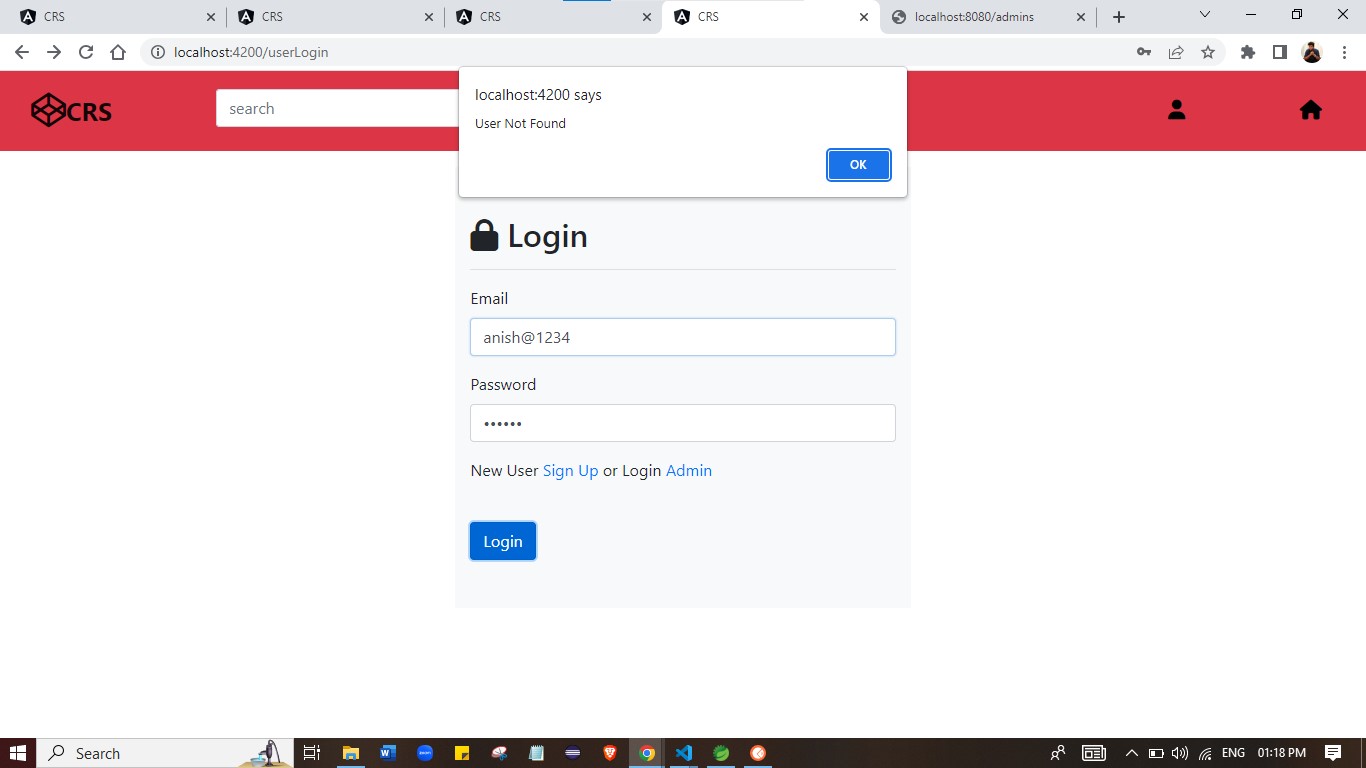
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**Engineer Login:**

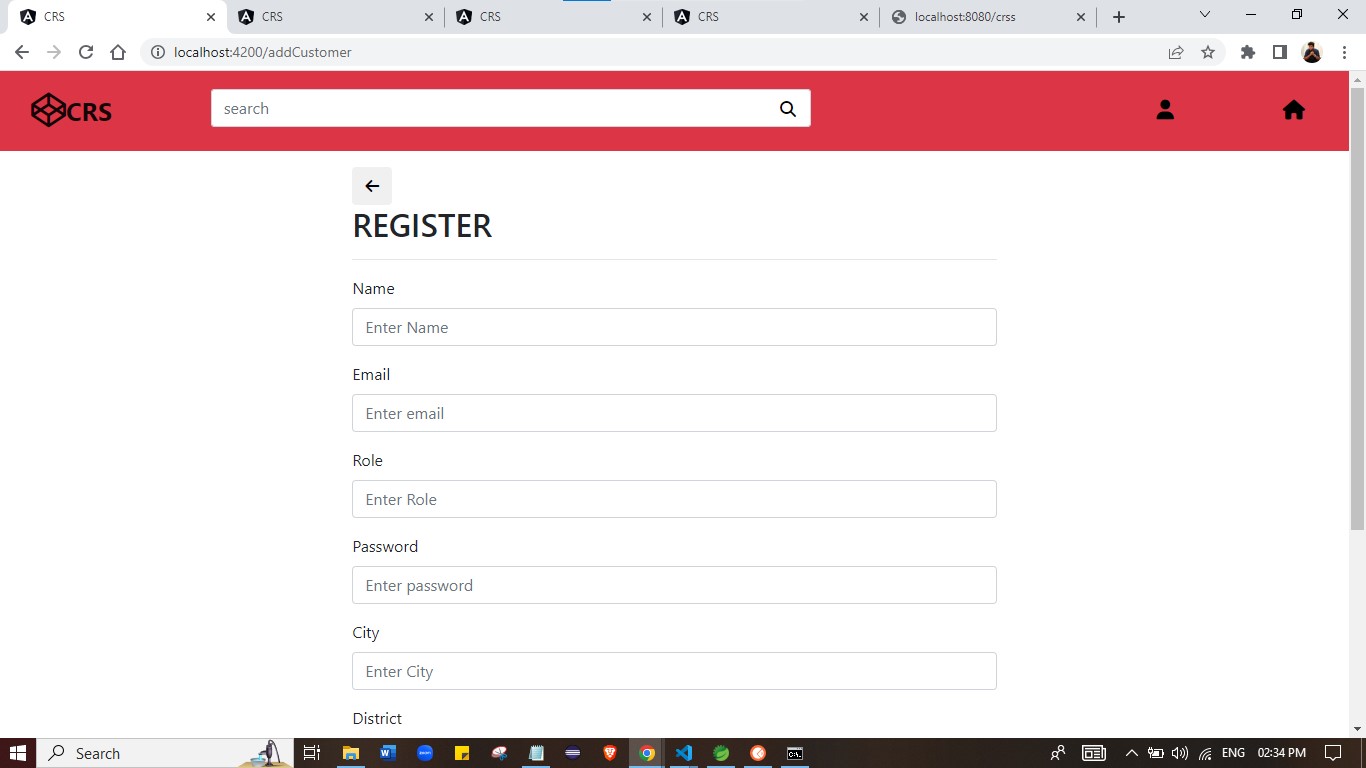
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**Login validation:**

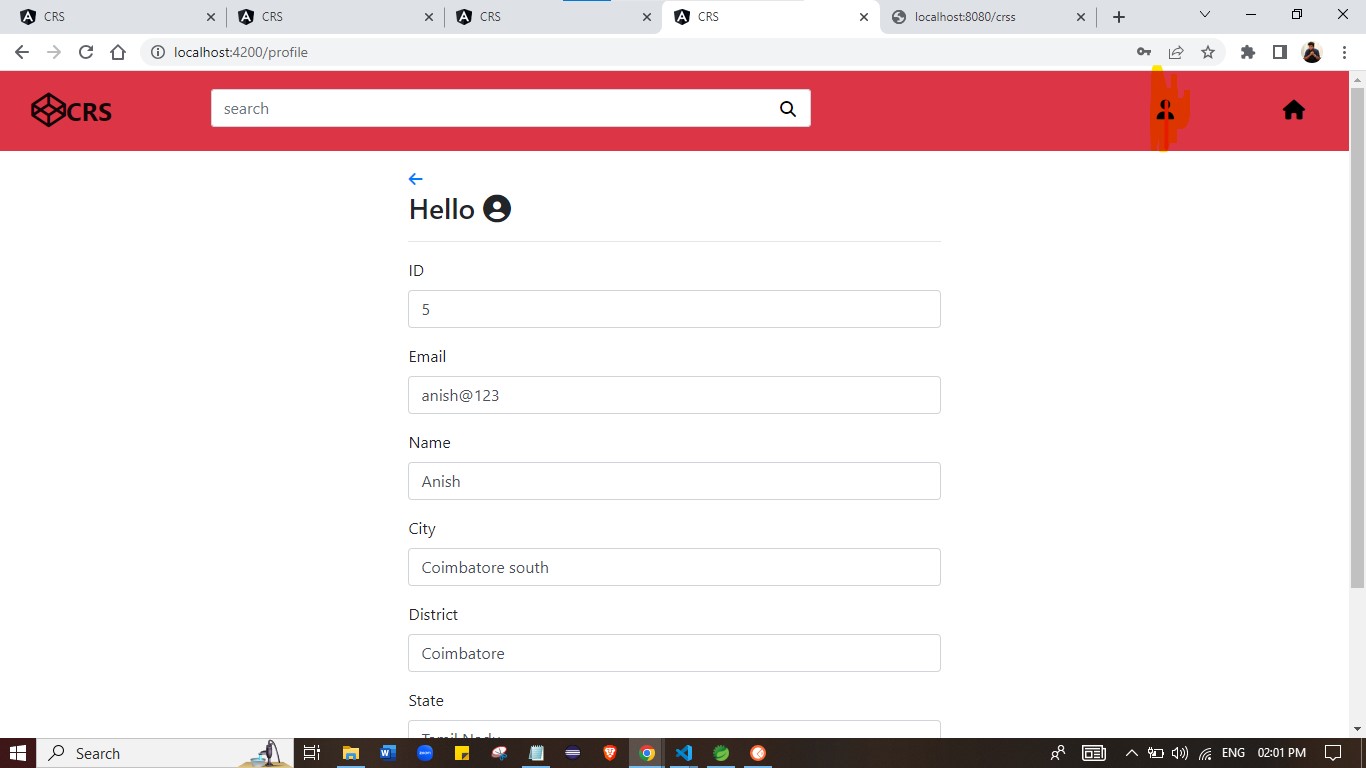
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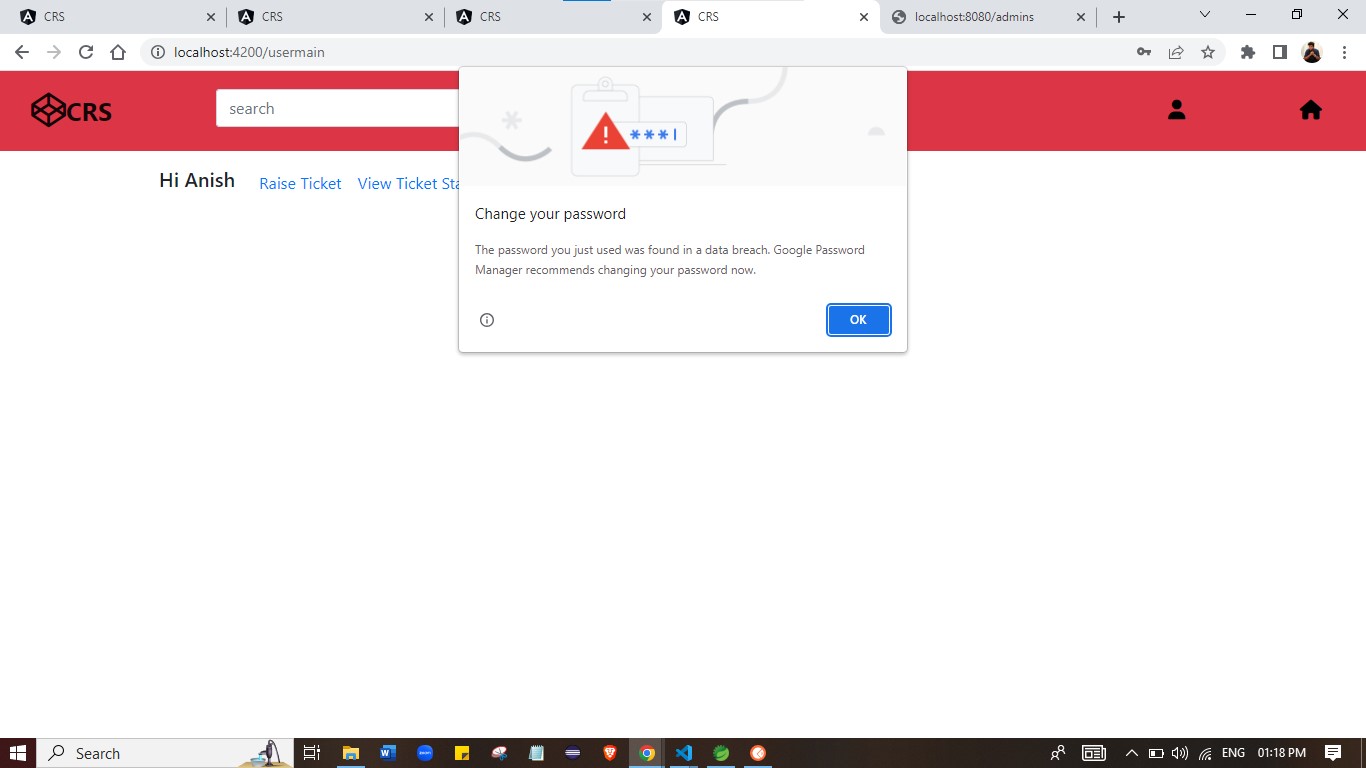
**Register page:**

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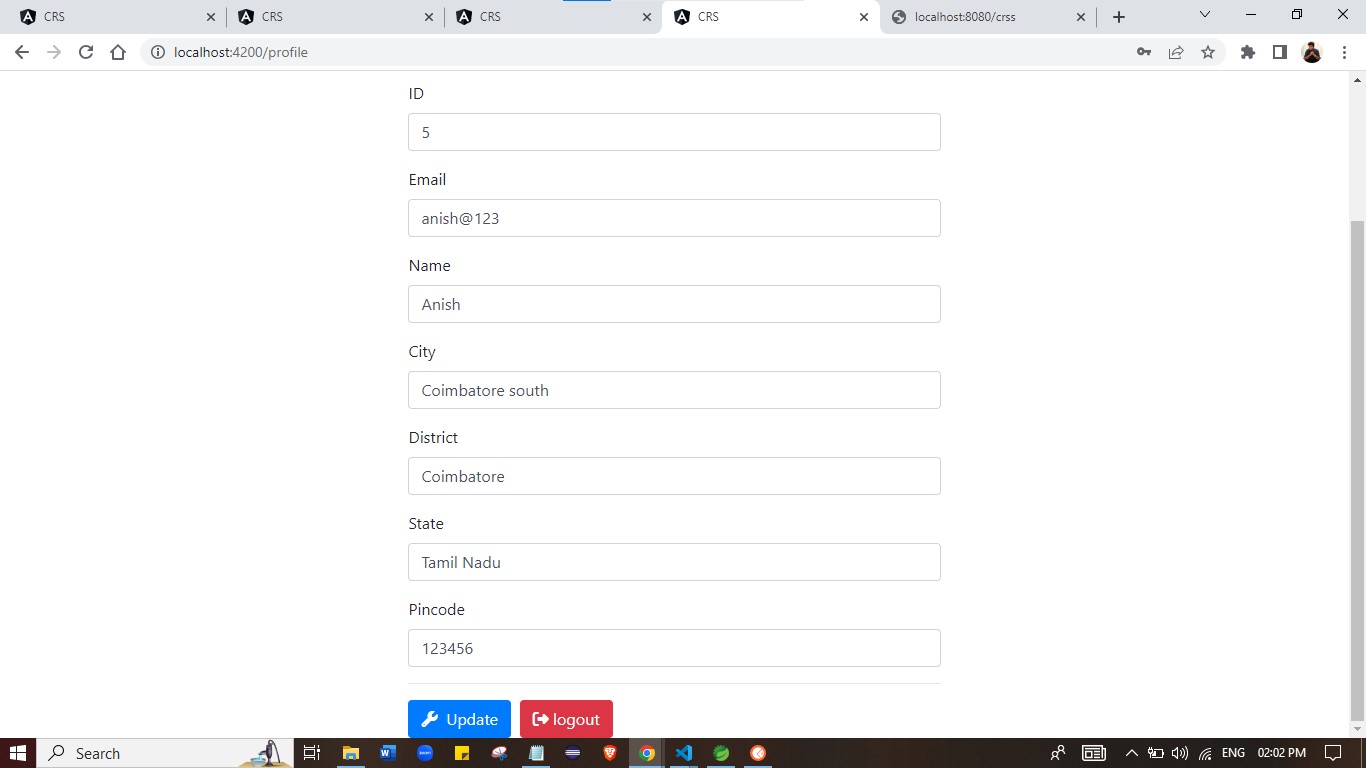
**Login Profile:**

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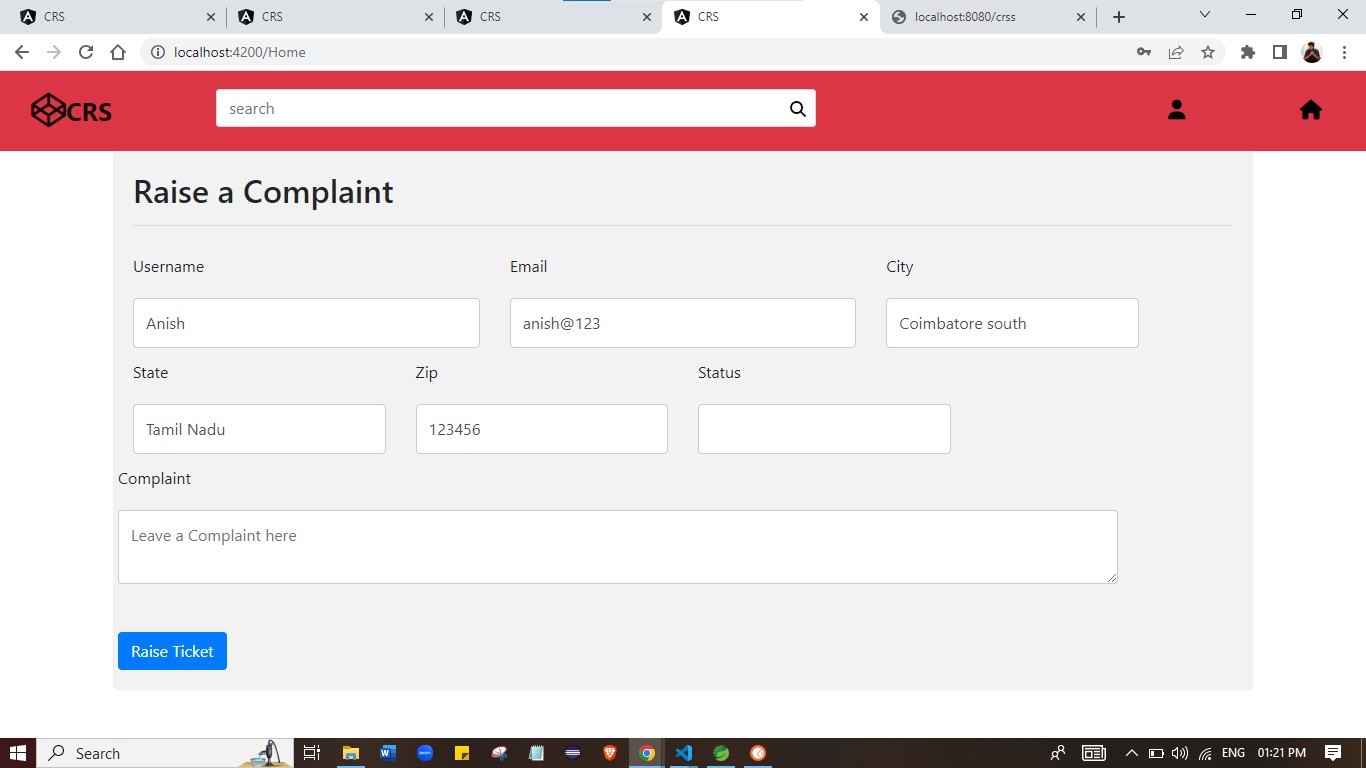
**Home page:**

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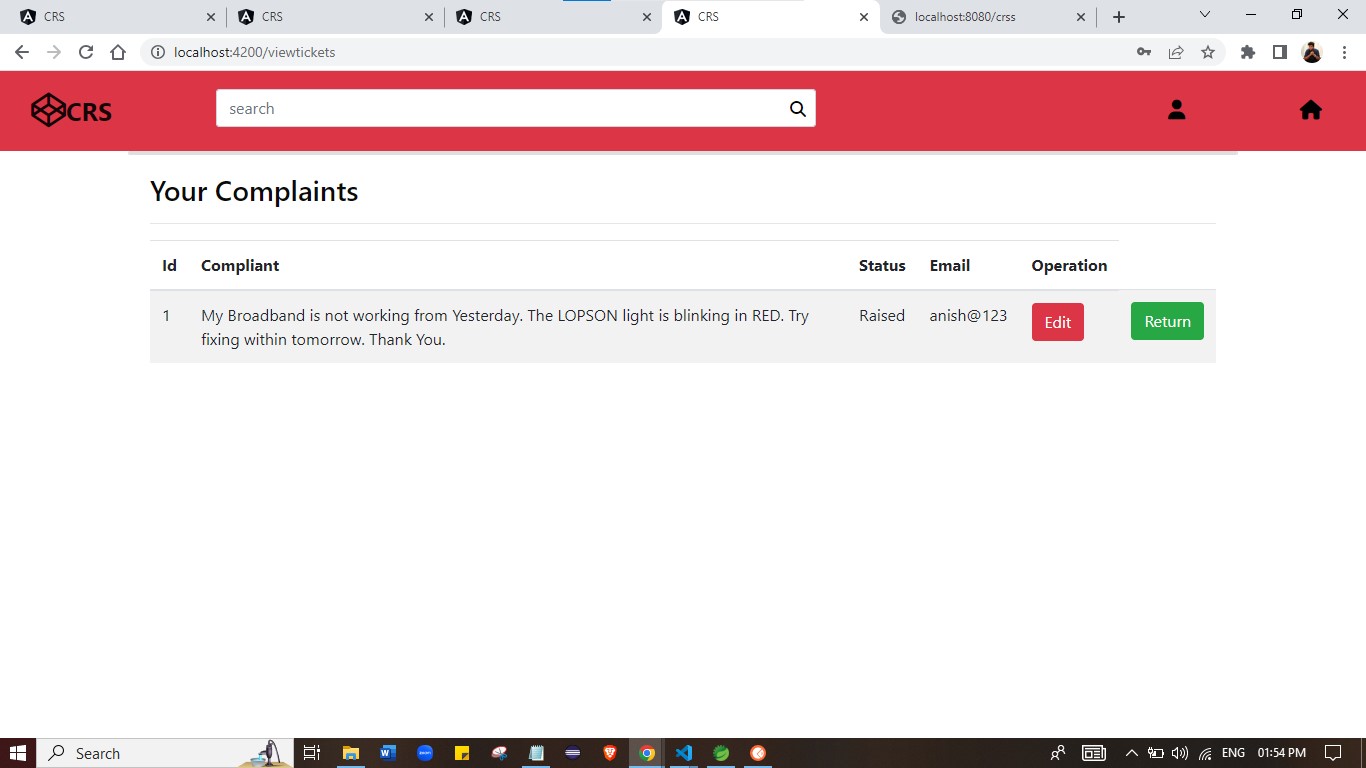
**Logout:**

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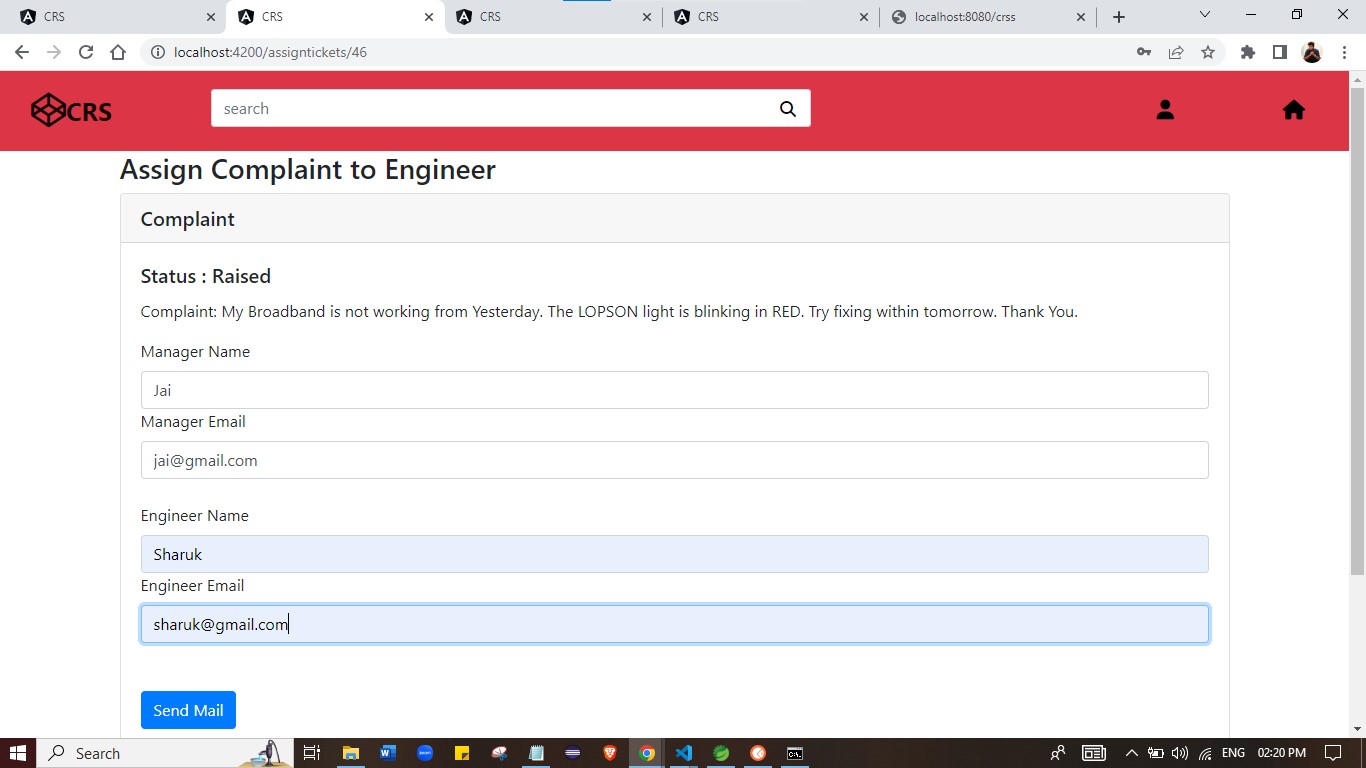
**Raise Ticket:**

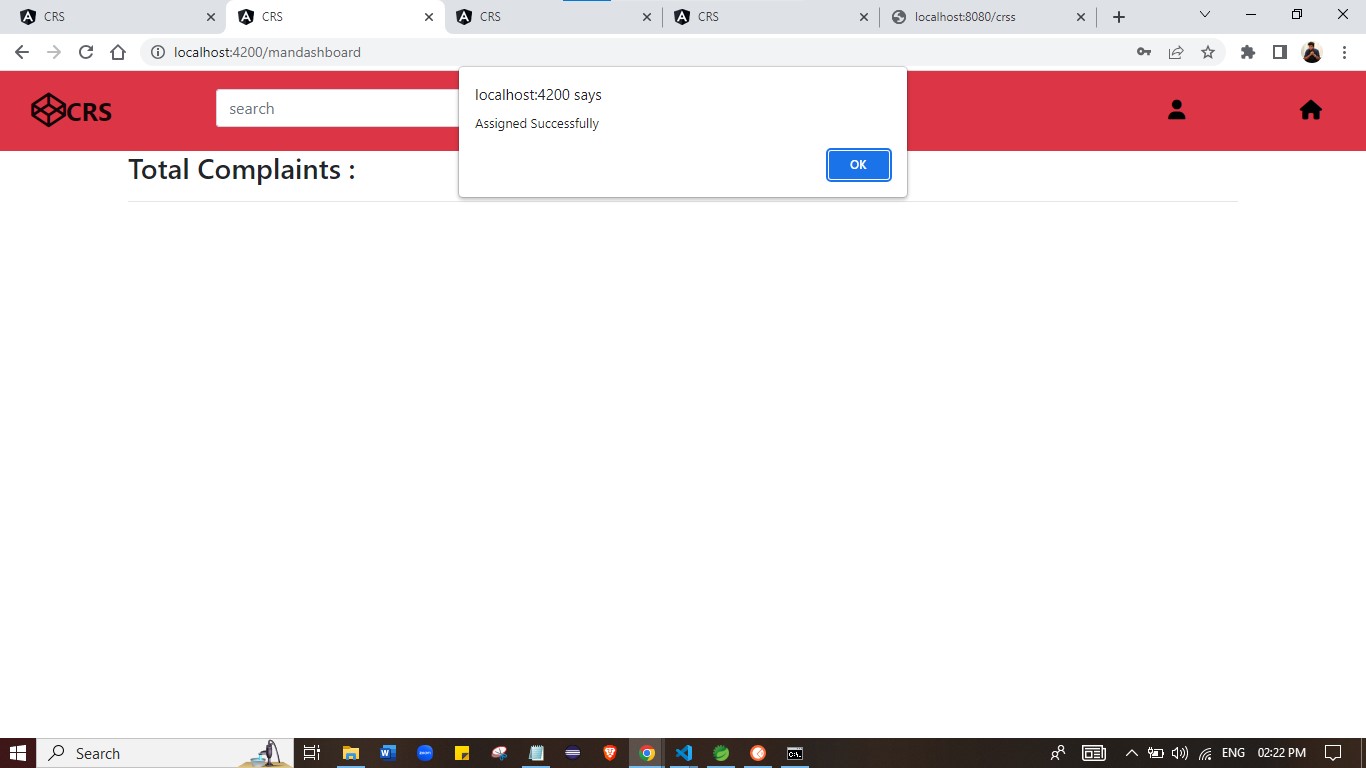
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**View Raised Ticket:**

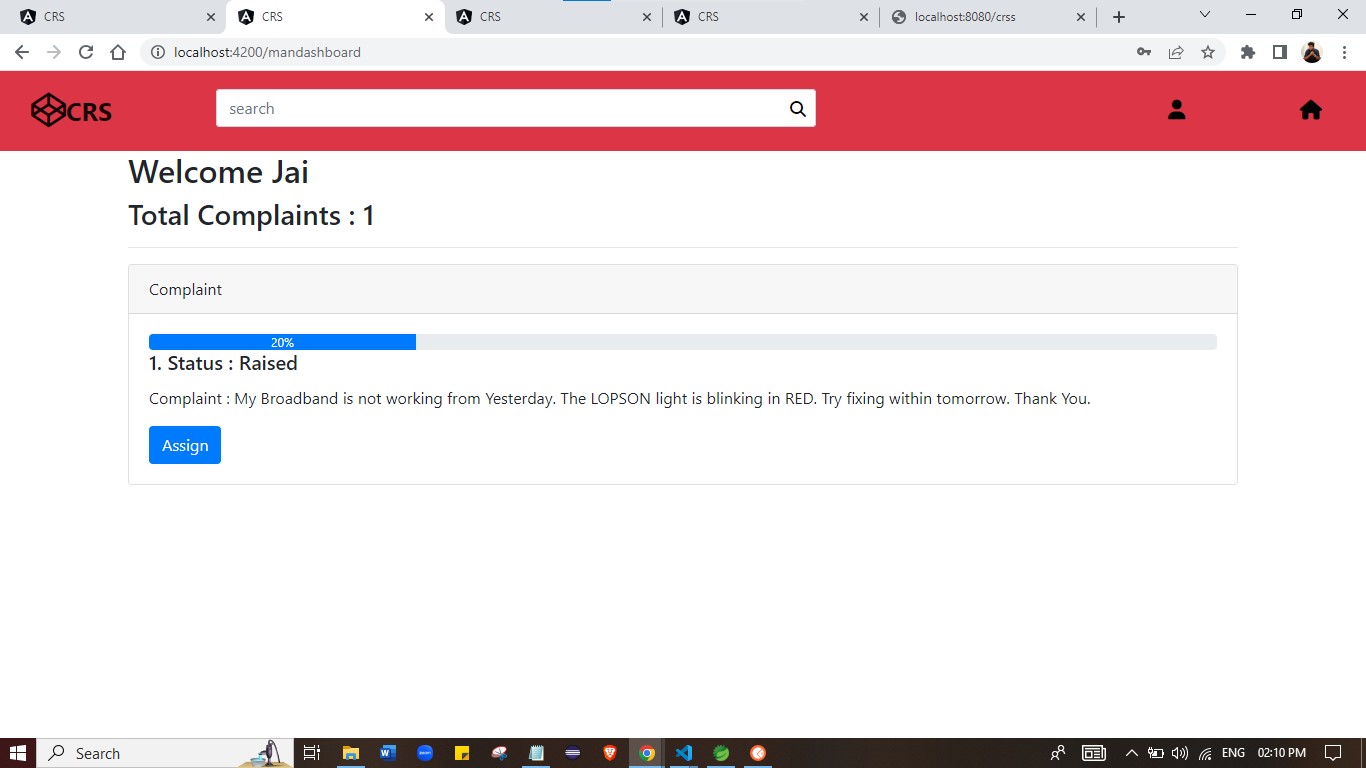
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**Manager Assigning Tickets:**

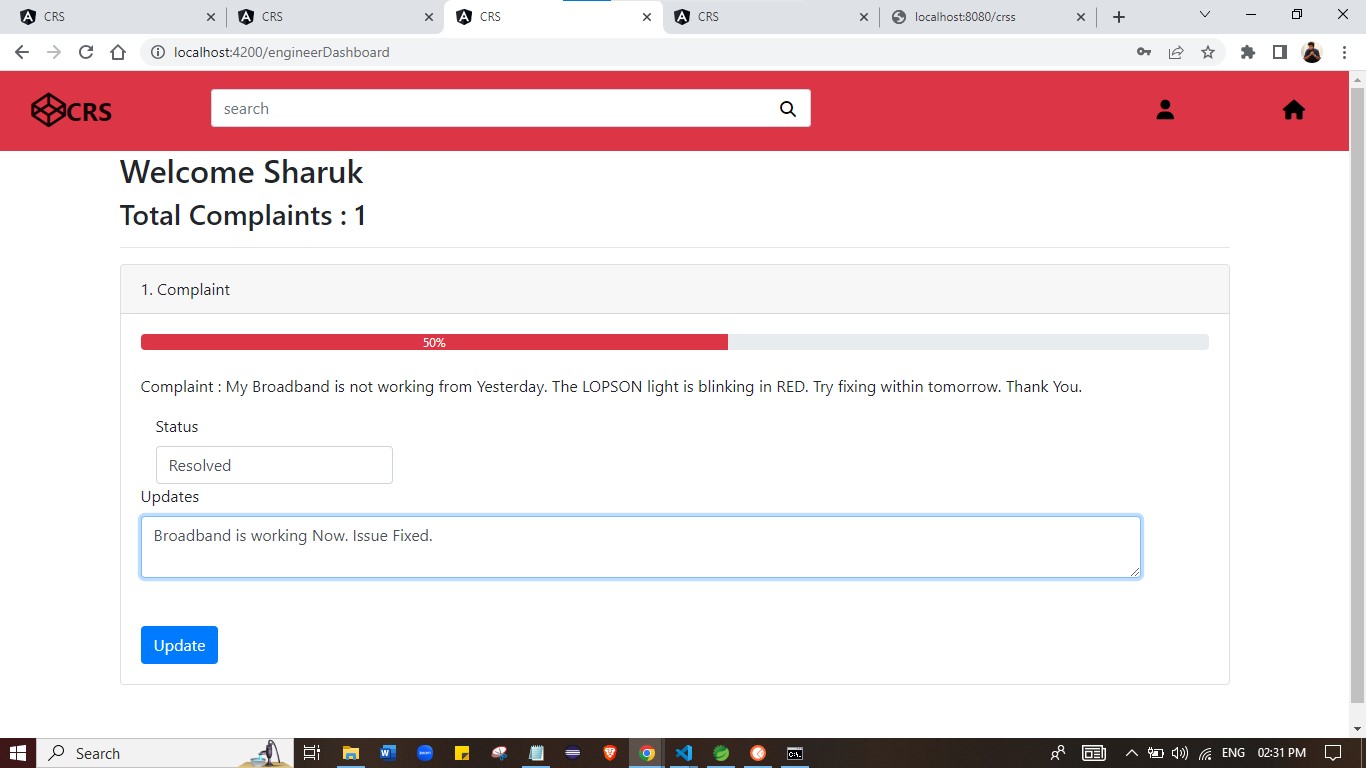
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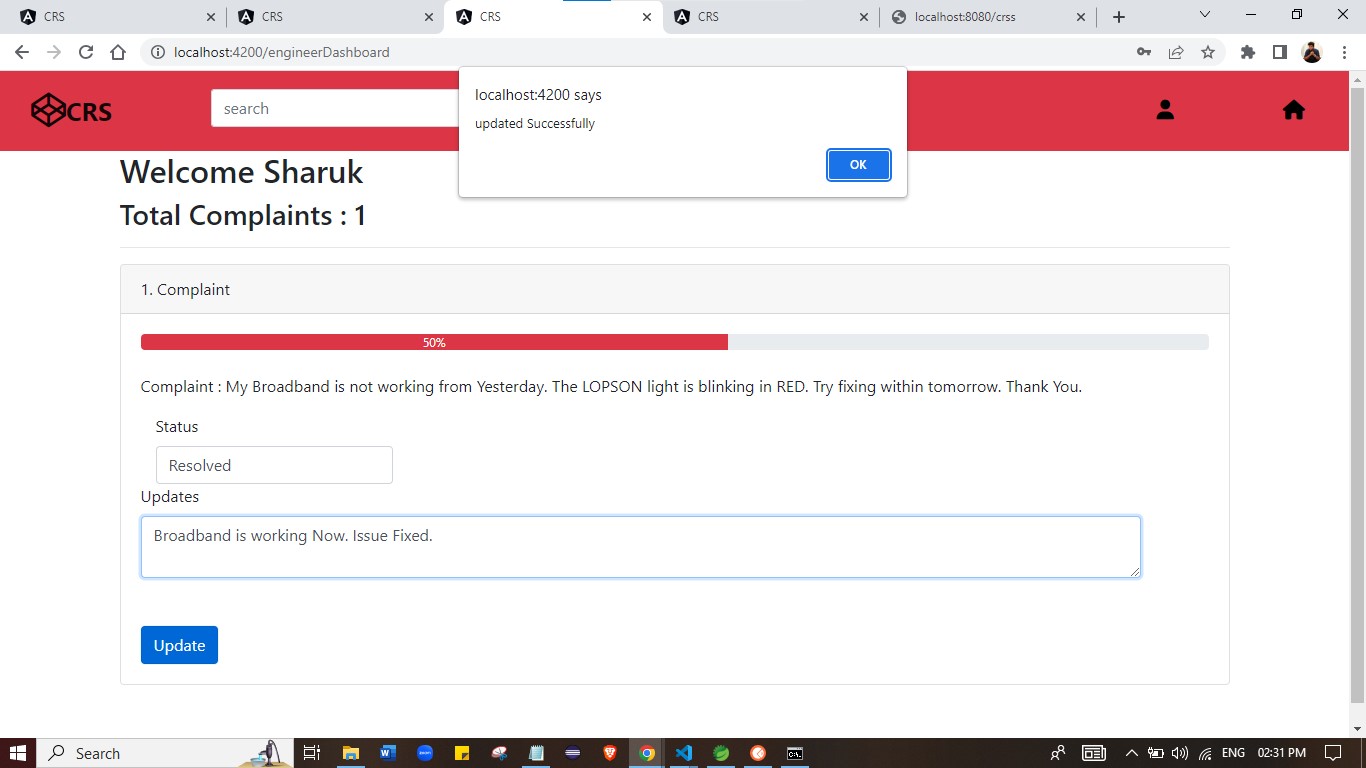
**Manager Dashboard:**

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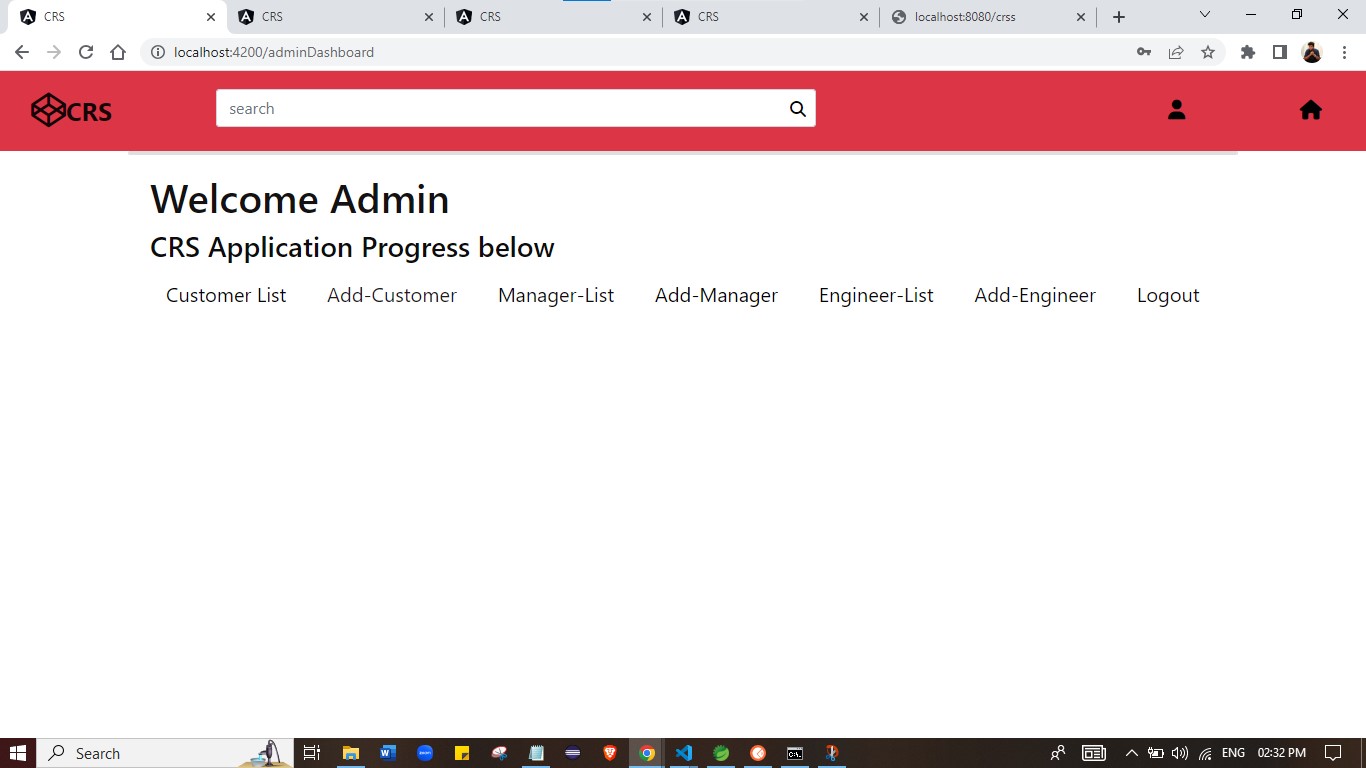
**Engineer Dashboard:**

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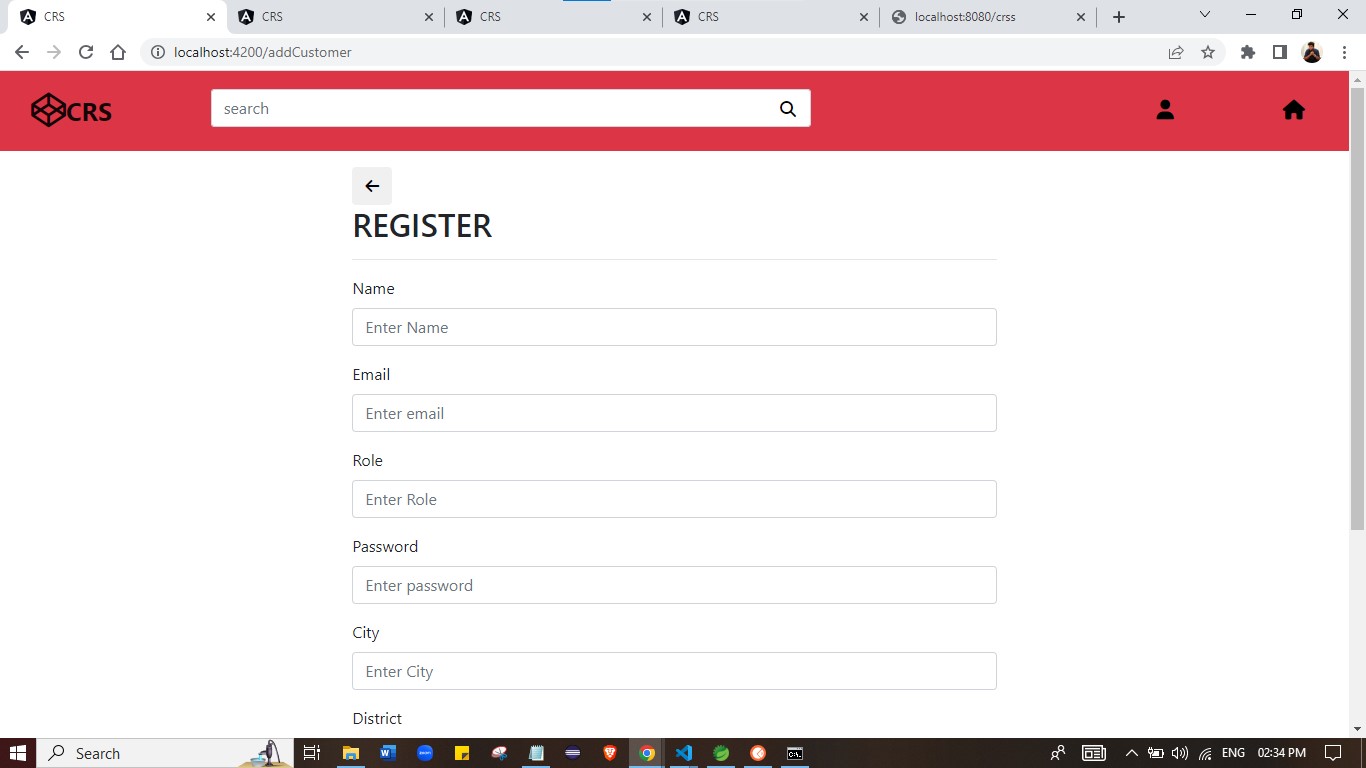
**Engineer Updates:**

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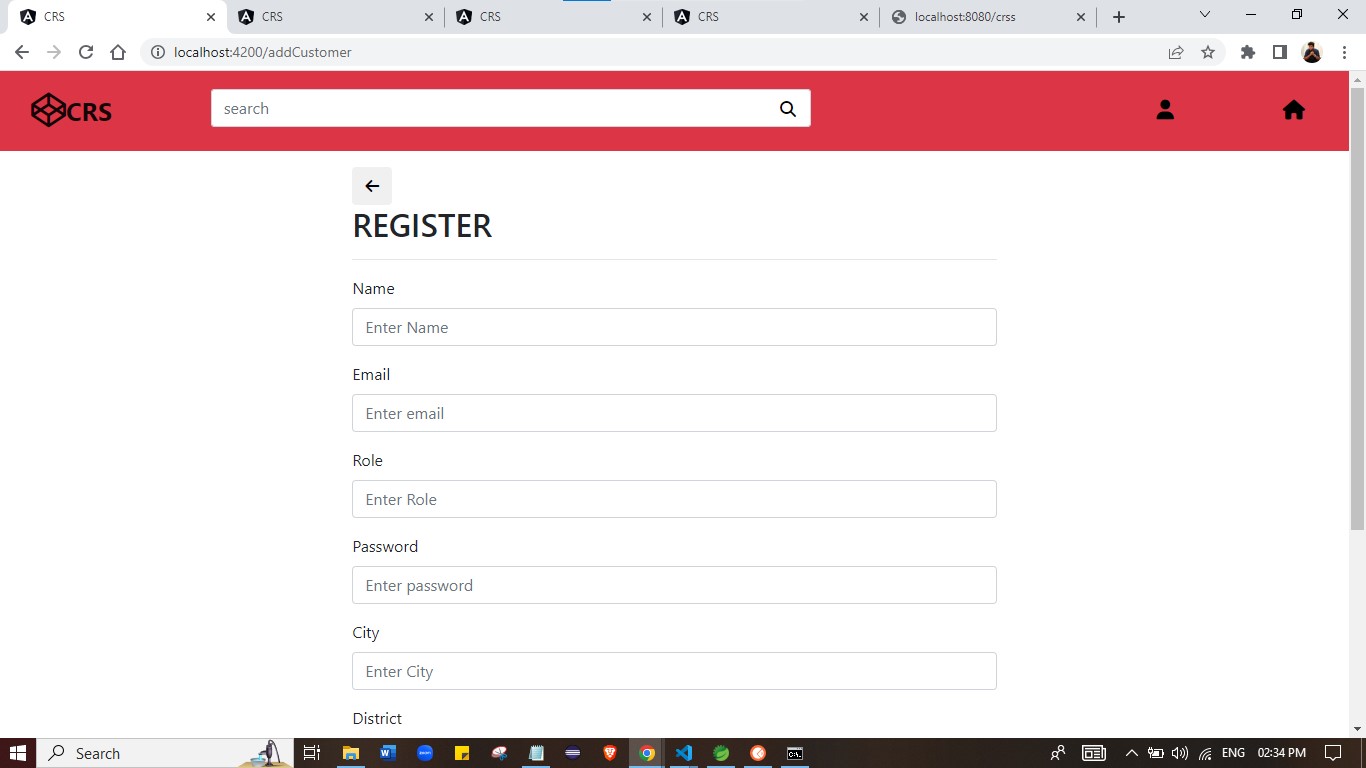
**Admin DashBoard:**

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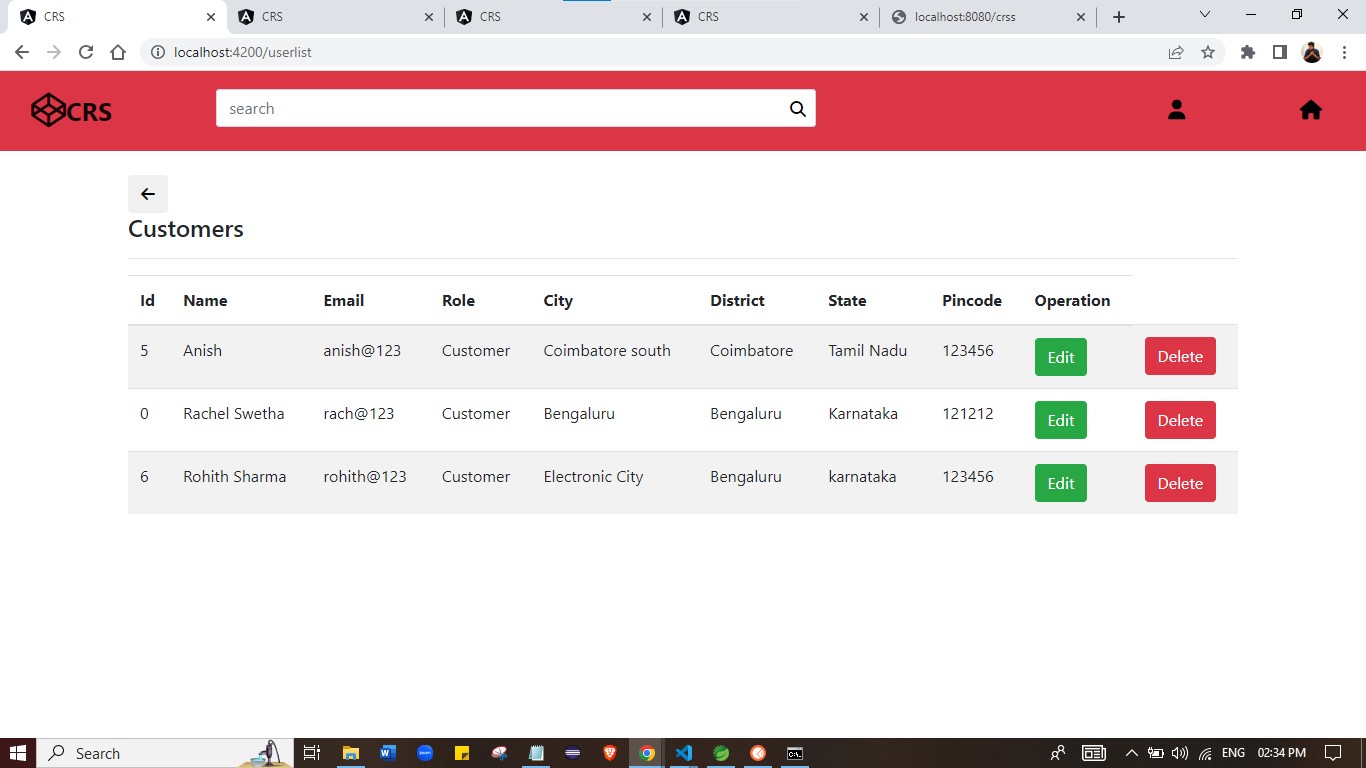
**Add Manager:**

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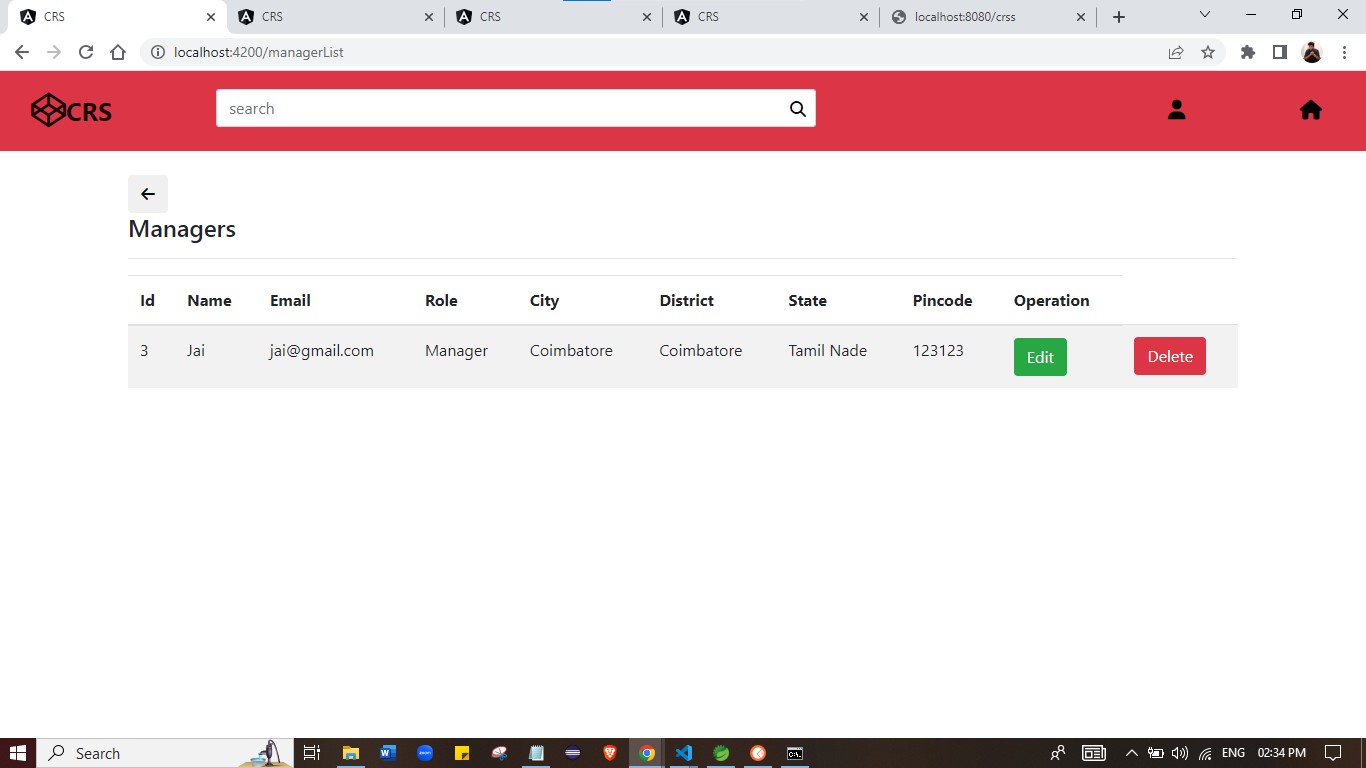
**Add Engineer:**

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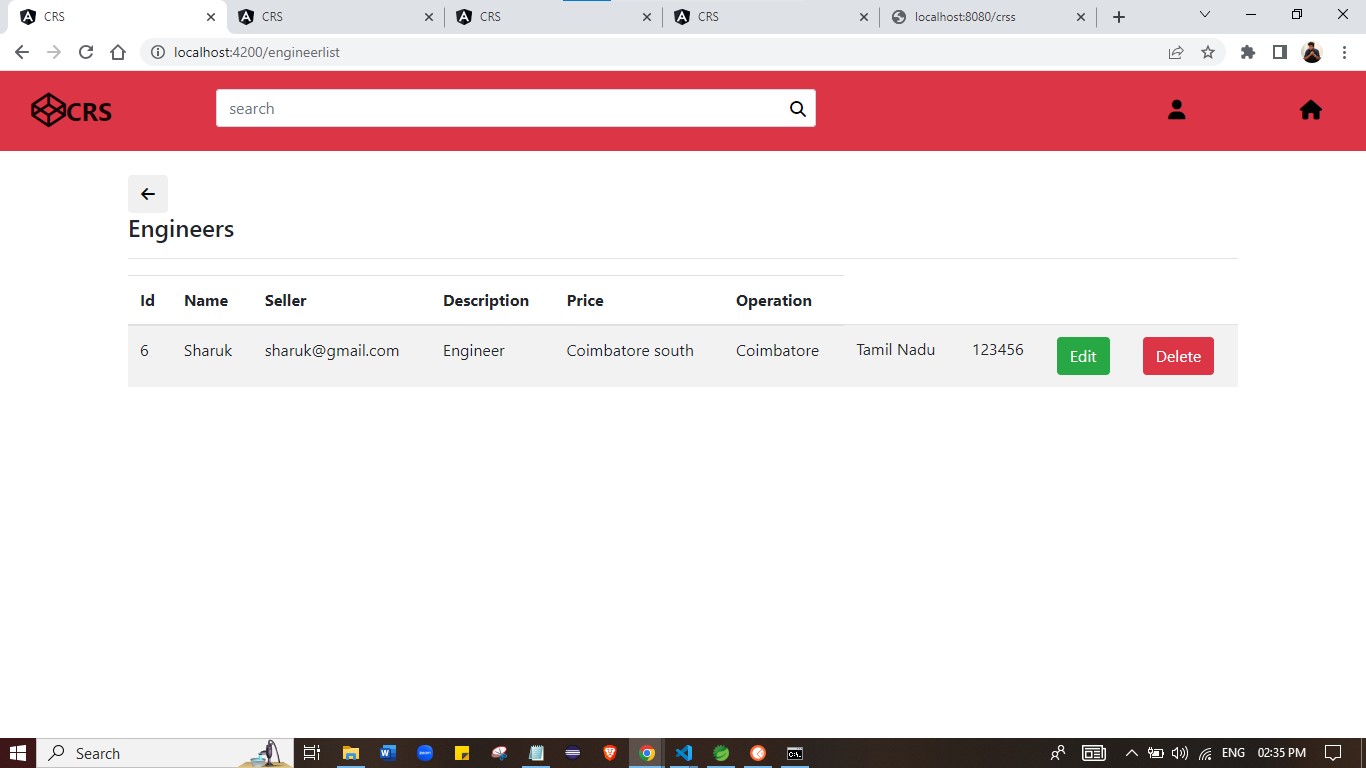
**All Customers:**

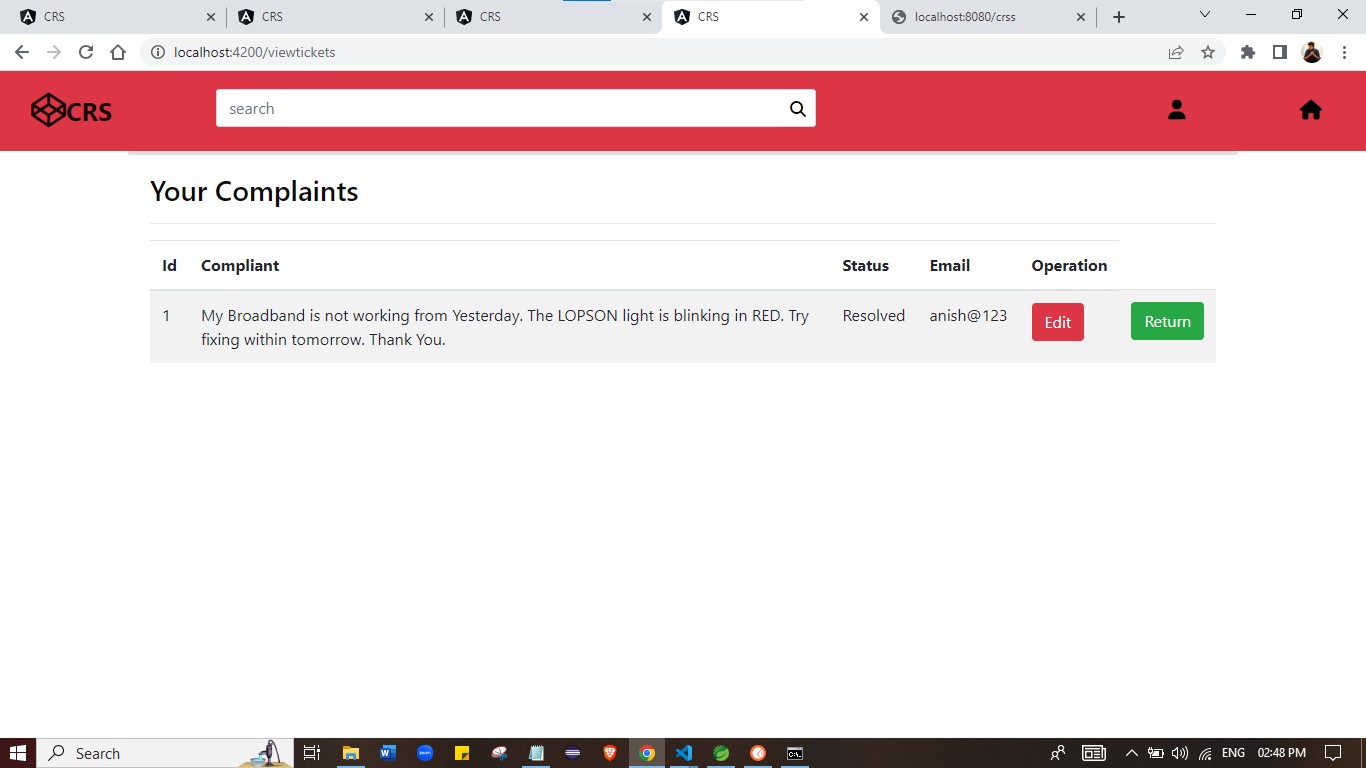
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**All Managers:**

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**All Engineers:**

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**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