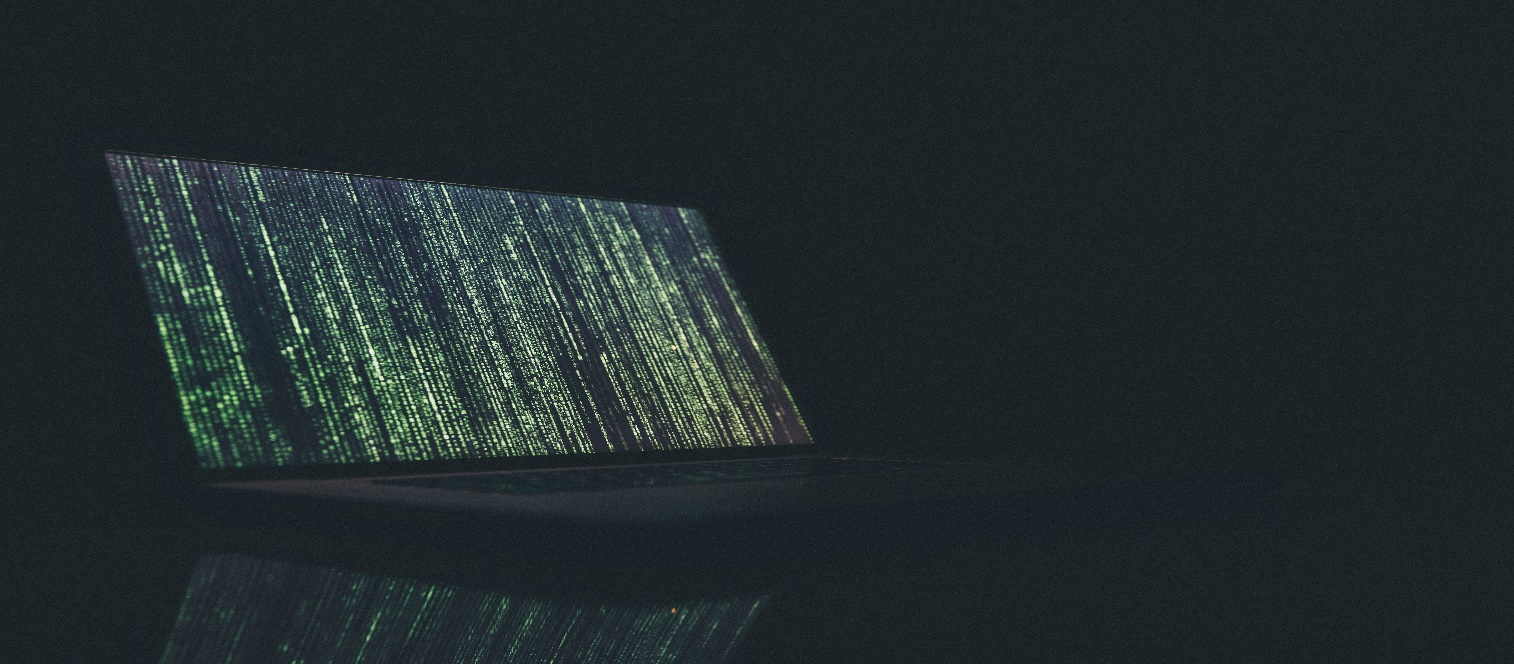
**FULL STACK JAVA DEVELOPER CAPSTONE PROJECT**



**COMPLAINT REDRESSAL**

**SYSTEM**

**2023**

**Simplilearn Project**

**Github LINK:**

Developer detail

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# Complaint Redressal System.

This project was generated with Angular CLI version 10.2.1.

ABC Telecom Ltd. is one of India’s major telecommunication service providers offering landline, mobile phone, and Fiber optic broadband services across the country. Their customer services group is interested in providing a set of customer redressal services through the development of a new application using state-of-art technologies such as Spring-boot for the development of Java-based services, and UI using Angular and integrated them suitably so that all the necessary services are taken care of through this application. They want to have an online complaint management system where customers can raise complaints regarding their landlines and broadband services.

Scope:

The system should be a web-based application, developed using spring framework as a backend and angular as a front end that performs the following functions:

Enables the Administrator to create and manage the lifecycle of different types of users Customer Manager Engineer 2. Enables the customers to log in to the portal to raise and track complaints related to the services availed by them

3. Enables the manager to log in, view the complaints raised by the customers, and assign the ticket to the engineers based on the PIN Code

4. Enables the engineers to pick up the tickets, work on them, and enter the status of the task. They can also re-assign it to the Field Workers if they cannot resolve it from the data center.

UI Screens

Login Screen

The login screen will have the username and password fields. The usernames passwords and roles are stored in the user table. The system should show those screens that are allowed for each category of users.

Admin Activities through UI

There has to be only one admin, and he/she can log in/log out. Once logged in, he/she should be able to maintain the lifecycles of the Customer, Manager, and Engineer

Manager Activities through UI

Managers should be able to log in and log in. Once logged in he/she should be able to do the following, at a minimum:

View all the tickets and status Assign Complaints to different Engineers Should be able to view Customer feedback

Engineers' Activities through UI

Engineers should be able to log in and log out. Once logged in he/she should be able to do the following, at a minimum:

View the complaints, View complaints based on individual customers Work on complaints (Line activities), and assign the new status Mark the ticket status appropriately View the Customer feedback

Customer Activities through UI

A customer should be able to log in/log out. Once logged in, he/she can view the status of the tickets raised by him/her. The customer also should be able to provide feedback on the status RESOLVED or ESCALATED. In case there is a problem, the customer can raise a ticket on the complaint, through say, Register Complaint. Once successfully submitted, the customer should get the ticket number as an acknowledgment.

Access Levels

Appropriate users of the use cases defined in the Requirements section should have appropriate access levels. For example, Admin screens can take care of the CRUD operations on Customer, Manager, and Engineer Use cases. Each of them should be able to do appropriate activities as defined above, using their UIs.

Used Tools: Spring boot for web application MySQL Database for storing all the data and appropriate JDBC driver for connectivity Angular for Front End for all UIs.