

CUSTOMER QUERY MANAGEMENT SYSTEM

**A PROJECT REPORT
Submitted By**

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MASTER OF COMPUTER APPLICATIONS

**Under the Supervision of
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**Submitted to
DEPARTMENT OF COMPUTER APPLICATIONS
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CERTIFICATE

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ABSTRACT

Customer Query Management System is a Web enabled, centralized information and management application. Developed to cater for the company requirements in building best relations with its customer community by providing fast redress mechanism to the customer grievances.

An effective Customer Query Management System is integral to providing quality customer service. It helps to measure customer satisfaction and is a useful source of information and feedback for improving services. Often customers are the first to identify when things are not working properly.

The Functionality that We designed can handle the Customer Query details without any difficulty & with a little bit of effort. As the work is one manually before, so it will be very time consuming & required a large efforts to maintain the files. By computerizing the system these files can be handled with a small effort & in less time by using Web-to-Lead & Workflow.

The main idea behind this project is to replace manual customer query/complaint management system using centralized web based query management system. Cloud Computing refers to providing IT services, applications, and data using dynamically scalable pool(s), possibly residing remotely, such that users do not need to consider the physical location of server or storage that supports their needs.

According to NIST, the definition of Cloud Computing is still evolving, Their current definition for Cloud Computing is a model for enabling convenient on-demand network access to a shared pool of configurable computing resources (e.g.: networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction. Cloud computing is an emerging area of research and is useful for all level of users from end users to top business companies. There are several research areas of cloud computing including load balancing, cost management, workflow scheduling etc. which has been the current research interest of researchers. To deal with such problems, some conventional methods are developed, which are not so effective Since, last decade the use of nature inspired optimization in cloud computing is a major area of concern.

In this we are capturing customer query in SFDC and help management team analysis these query and contact to customer for below:

- 1) Relocation of router, Network speed enquiry etc.
- 2) Feedback

ACKNOWLEDGEMENT

Success in life is never attained single handedly. My deepest gratitude goes to my thesis supervisor, **Mr. Ankit Verma** for his guidance, help and encouragement throughout my research work. Their enlightening ideas, comments, and suggestions.

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CHAPTER 1

INTRODUCTION

1.1 PROJECT DESCRIPTION

An effective Customer Query Management System is integral to providing quality customer service. It helps to measure customer satisfaction and is a useful source of information and feedback for improving services. Often customers are the first to identify when things are not working properly.

Implementing effective Customer Query Management System within public Sector agencies:

- Improves Companies internal query handling.
- Reduces recurring query
- Improves standards of service to the community
- Raises standards of administrative decision-making

The scope of the system is quite wide. It can be capturing customer query in SFDC (Sales Force Dot Com) and help management team analysis these query and contact to customer.

1.2 GENERAL DESCRIPTION

This combined aggregation of information and workplace activity constructs a general, specific program or aim which is to be executed or produced within the workplace while working with others as a squad. The history of coaction began many centuries ago, long before the B.C. or A.D. epochs, where at least two persons had to pass on in the attempt of finishing a undertaking, undertaking, or written papers. Therefore, coaction is not a new term, but an enhanced and improved one in the professional workplace.

Customer Query Management provide a mechanism for obtaining feedback from customers, query, resolving disputes and reforming policies and procedures Customer Query Management is a vital component of every decision-making framework and is especially relevant to agencies that have service-oriented roles in the public sector. With increasing expectations from the public, agencies need to respond to customer in an effective and timely way.

1.3 PROBLEM STATEMENT

A good Customer Query Management is one of the crucial requirements for successful businesses when managing customers' needs and protecting their brand. Through the implementation, assessment, certification and training of a customer query management we can help you to make big leaps in delivering customer satisfaction. "A query is an expression of Customer made to an organization, related to its products, or the feedback handling process itself, where a response or resolution is explicitly implicitly expected."

1.4 FEATURE OF CUSTOMER QUERY MANAGEMENT SYSTEM

To define the problem we have to study the existing system the problems in the existing system and the needs of the system. After this we will explain the proposed system. Following Points Are defined for the definition of problem:

1. Existing System
2. Needs of the system
3. Proposed system

1.4.1 EXISTING SYSTEM

This functionality has been developed for a Hotel Booking Concerning all the details given by organization. By this functionality anyone can handle customer query details without any difficulty. To maintain customer query details and to generate the customer query report to the clients they have to maintain the following information in various files: In the first file they record the customer's personnel information, such as customer name, Phone, address, etc. this details are entered in this file when the new customer comes into the organization. The second file is used to record the customer email, details of each individual to send the email alert In this we are capturing customer query in SFDC and help management team analysis these query and contact to customer.

The third file records the customer query and feedback, which we received from the customers. Each feedback is assigned a separate a Request No. I.e. Customer Query Number. This file records the detailed description of the feedback/complaint. Against each Request No. Hybrid encryption is applied on data at cloud client level so that data in medium will be safe as well as data will be stored in cloud server in safe mode. Data in server will be accessible only to the authorized users which have the decryption key. 4 computation for decryption becomes challenging and difficult in case of hybrid encryption. The second phase of security will be applied in cloud server by implementing intrusion detection system which will detect the anomaly traffic towards server and block the unauthorized and unauthenticated traffic.

1.4.2 NEED FOR SYSTEM

The package that I designed can handle the Customer query details without any difficulty & with a little bit of effort. As the work is one manually before, so it will be very time consuming & required a large efforts to maintain the files.

By computerizing the system these files can be handled with a small effort & in less time. The chances of duplicity of complaints are negligible. The Customer Query Report can be generated easily by getting the information without any problem from all the related files. The package is designed by using Workflow, Email Alert & Web-To- Lead functionality in Salesforce.

1.4.3 PROPOSED SYSTEM

The package that I designed can handle the Customer details without any difficulty & with a little bit of effort. As the work is one manually before, so it will be very time consuming & required a large efforts to maintain the files. By computerizing the system these files can be handled with a small effort & in less time. The chances of duplicity of query are negligible.

The Customer Query Report can be generated easily by getting the information without any problem from all the related files. The package is designed by using Workflow, Email Alert & Web-To-Lead functionality in Salesforce. Planning information systems has become increasingly important because information is a vital resource & company asset, more & more funds are committed to information system & system development is a serious business for computers that incorporate databases & networking.

The initial investigation has the objectives of determining the validity of the user request for a candidate system & whether a feasibility study should be conducted. The objective of the problem posed by the user must be understood within the framework of the organizations MIS plan. 5 Fact-finding is the first step in the initial investigation. It includes a review of written documents, on site observation, interviews & the questionnaires. The next step is fact analysis, which evaluates the element, related to the input & the output of the given system. Data flow diagrams & other charts are prepared during this stage .The outcome of initial investigation is to determine whether an alternative system is feasible. The proposal details the findings of the investigation. Approval of the document initiates a feasibility study, which leads to the selection of the best candidate syste

CHAPTER 2

PROJECT REQUIREMENTS

2.1 TECHNOLOGIES USED

2.1.1 XAMPP SERVER

XAMPP is a free and open-source cross-platform web server solution stack package developed by Apache Friends, consisting mainly of the Apache HTTP Server, MariaDB database, and interpreters for scripts written in the PHP and Perl programming languages.

2.1.2 MYSQL

MySQL is a relational database management system (RDBMS) developed by Oracle that is based on structured query language (SQL). A database is a structured collection of data.

APPLICATION: XAMPP Server, MySQL

DESIGNING: HTML, CSS, JavaScript

BACKEND: PHP

2.1.3 VISUAL STUDIO CODE

VS Code, is a source-code editor made by Microsoft with the Electron Framework, for Windows, Linux and macOS. Features include support for debugging, syntax highlighting, intelligent code completion, snippets, code refactoring, and embedded Git.

2.2 LANGUAGES USED (Designing and Developing)

This project has been developed HTML CSS and PHP and Salesforce(Web-to-Lead, Workflows).

2.2.1 HTML

- HTML stands for Hyper Text Markup Language
 - HTML is the standard markup language for creating Web pages
 - HTML describes the structure of a Web page
 - HTML consists of a series of elements
 - HTML elements tell the browser how to display the content
 - HTML elements label pieces of content such as "this is a heading", "this is a paragraph", "this is a link", etc.
-

2.2.2 CSS

- CSS stands for Cascading Style Sheets
 - CSS describes how HTML elements are to be displayed on screen, paper, or in other media
 - CSS saves a lot of work. It can control the layout of multiple web pages all at once
 - External stylesheets are stored in CSS files
-

2.2.3 JAVASCRIPT

JavaScript, often abbreviated as JS, is a programming language that conforms to the ECMAScript specification. JavaScript is high-level, often just-in-time compiled and multi-paradigm. It has dynamic typing, prototype-based object-orientation and first-class functions.

2.2.4 PHP

- PHP is an acronym for "PHP: Hypertext Preprocessor"
- PHP is a widely-used, open-source scripting language

2.2.5 SALESFORCE(WEB-TO-LEAD)

The process of using a website form to capture visitor information and store that information as a new lead in Salesforce. Salesforce lets you easily create web-to-lead forms that capture information about visitors to your website.

CHAPTER 3

SOFTWARE REQUIREMENT SPECIFICATION

3.1 SYSTEM OBJECTIVES

3.1.1 IMPROVEMENT IN CONTROL AND PERFORMANCE

The system is developed to cope up with the current issues and problems of forgetting the traditional mechanism. The system identifies who is accessing the profile and the data/information will be updated on the portal. To declare the Project and performance of the employee and details.

3.1.2 SAVE COST

The existing system is based on the pen paper mode and several in the digital mode but is not secured and efficient to work.

3.1.3 SAVE TIME

People at any location will able to perform or know their Blood details and their Location etc., by just hit the single tap on the Portal.

3.2 REQUIREMENT SPECIFICATION

The application requirement specification is produced at the analysis task. The function and performance allocated to application as part of system engineering are refined by establishing a complete information description, a detailed functional and behavioral description, an indication of performance requirements and design constraints.

3.3 FUNCTIONAL REQUIREMENT

3.3.1 Admin Generated Email and Password*

- The application will work without email and password.
- Only the Admin of the website will Access the whole entries and data or records of each donor and patient

3.3.2 Delete and Update Customer

Admin will add, update and delete an employee.

3.3.3 Login

To submit query, customer must need to login on the client panel from the home page of site.

3.4 NON- FUNCTIONAL REQUIREMENT

3.4.1 Performance Requirements

- **User friendly:** The system should be user friendly so that it can easily be understand by the user without any difficulty.
- **Ease of maintenance:** - System should be easy to maintain and use.
- **Less time consuming:** The system should be less time consuming which could be achieved by good programming.
- **Error free:** The system should easily handle the user error in any case.
- **Static:** Application runs on stand-alone machine. Support only single user.

3.5 SOFTWARE REQUIREMENTS

3.5.1 OPEARTING SYSTEM

Windows Operating System This is the web Application which can run on this Operating System.

3.5.2 DATABASE

PHP Admin is used in storing the data in structured manner.

3.5.3 XAMPP

It is a Software used for server which is use to serve the client what he/she wants from the server.

3.5.4 BROWSER

Any of the browser can be used to run and test the web application's Appearance and working e.g., Internet Explorer, Google Chrome, Mozilla Firefox etc.

3.5.5 DEVELOPMENT TOOLS AND PROGRAMMING LANGUAGES

HTML, CSS, JavaScript, PHP , Salesforce(Web-to-lead) is used to write the whole designing and operational code.

PHP is used for backend maintenance with MySQL and Salesforce.

Name of Components	Specifications
Operating system	Windows
Language	HTML, CSS, JavaScript, PHP
Software Development kit	XAMPP, Google Chrome
Markup Language Enable	HTML

3.6 HARDWARE REQUIREMENTS

Name of Components	Specifications
Desktop/Laptop	Any Configuration
Memory Used	6.31 MB

3.7 EXISTING VS PROPOSED SYSTEM

This functionality has been developed for a Timeless Internet Srvices all the details given by organisation. By this functionality anyone can handle customer query details without any difficulty. To maintain customer query details and to generate the customer query report to the clients they have to maintain the following information in various files:

In the first file they record the customer's personnel information, such as customer name, Phone, address, etc. this details are entered in this file when the new customer comes into the organization.

The second file is used to record the customer email, details of each individual to send the email alert. In this we are capturing customer query in SFDC and help management team analysis these query and contact to customer.

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Hybrid encryption is applied on data at cloud client level so that data in medium will be safe as well as data will be stored in cloud server in safe mode. Data in server will be accessible only to the authorized users which have the decryption key. 4 computation for decryption becomes challenging and difficult in case of hybrid encryption. The second phase of security will be applied in cloud server by implementing intrusion detection system which will detect the anomaly traffic towards server and block the unauthorized and unauthenticated traffic.

3.8 SOFTWARE SYSTEM ATTRIBUTES

- **Portability:** - The system should be machine independent.
- **Security:** - The system is designed in such a way that it will store the recorded data in the system of the owner. The system will be secure from unauthorized access of the application.
- **Maintainability:** The system will be designed in a maintainable order. The system can be easily modified and renewed according to the need of the organization.

CHAPTER 4

SYSTEM ANALYSIS

4.1 SYSTEM ANALYSIS

System analysis is the process of studying the business processors and procedures, generally referred to as business systems, to see how they can operate and whether improvement is needed. This may involve examining data movement and storage, machines and technology used in the system, programs that control the machines, people providing inputs, doing the processing and receiving the outputs

4.2 INVESTIGATION PHASE

The investigation phase is also known as the fact-finding stage or the analysis of the current system. This is a detailed study conducted with the purpose of wanting to fully understand the existing system and to identify the basic information requirements. Various techniques may be used in fact-finding and all fact obtained must be recorded. A thorough investigation was done in every effected aspect when determining whether the purposed system is feasible enough to be implemented.

4.3 PRELIMINARY INVESTIGATION

After obtaining the background knowledge, we began to collect data on the existing system.

The tools that are used in information gathering are as follows:

- Online Apps observation.
- Review of the peoples.

The model we have used is Incremental Model. In this model, first of all the existing system is observed, then customer requirements are taken in consideration then planning, modelling, construction and finally deployment and again adding the new system if asked by the user to do so.

4.4 PRELIMINARY DESCRIPTION

The first step in the system development life cycle is the preliminary investigation to determine the feasibility of the system. The purpose of preliminary investigation is to evaluate project requests. It is not a design study nor does it include the collection of details to describe the system in all respect. Rather, it is the collecting of information that helps committee members to evaluate the merits of project request and make an informed judgement about the feasibility of the proposed project.

Analyst working on the preliminary investigation should accomplish the following objectives:

- Clarify and understand the project request.
- Determine the size of the project.
- Access costs and benefits of alternative approaches.
- Determine the technical and operational feasibility of alternative approaches.
- Report the findings to management with recommendations outlining the acceptance and rejection of the proposal

4.5 FEASIBILITY STUDY

After studying and analyzing all the existing and requires functionalities of the system, the next task is to do the feasibility study for the project. Feasibility study includes consideration of all the possible ways to provide a solution to a given problem. The proposed solution should satisfy all the user requirements and should be flexible enough so that future changes can be easily done based on the future upcoming requirements.

4.5.1 Economic Feasibility

For the economic feasibility, Economic analysis or cost/benefits analysis is most frequently used technique the effectiveness of a proposed system. it is a procedure to determine the benefits and saving those are expected from the proposes system and compare them with cost. if the benefits outweigh the costs, a decision is taken to design and implement the system. otherwise, further justification or alternative in proposed system will have to be made if it is to have a chance of being approved this is ongoing effort that improves in accuracy at each phase of a system life cycle.

4.5.2 Technical Feasibility

This included the study of function, performance and constraints that may affect the ability to achieve an acceptable system. For this feasibility study, we studied complete functionalities to be provided in the system, as described in the System Requirement Specification (SRS), and checked if everything was possible using different type of front end and back-end platform.

4.5.3 Operational Feasibility

No doubt the technically growing world needs more enhancement in technology, this apps is very user friendly and all inputs to be taken all self-explanatory even to a layman. As far our study is concerned, the clients will be comfortable and happy as the system has cut down their loads and bring the young generation to the same virtual world they are growing drastically.

Operational feasibility covers two aspects. one technical performance aspects and the other is acceptance within the organization.

CHAPTER 5

PLANNING AND SCHEDULING

5.1 GANTT CHART

A Gantt chart can be developed for the entire project or a separate chart can be developed for each function. A tabular form is maintained where rows indicate the task with milestones and columns indicate duration (Days).

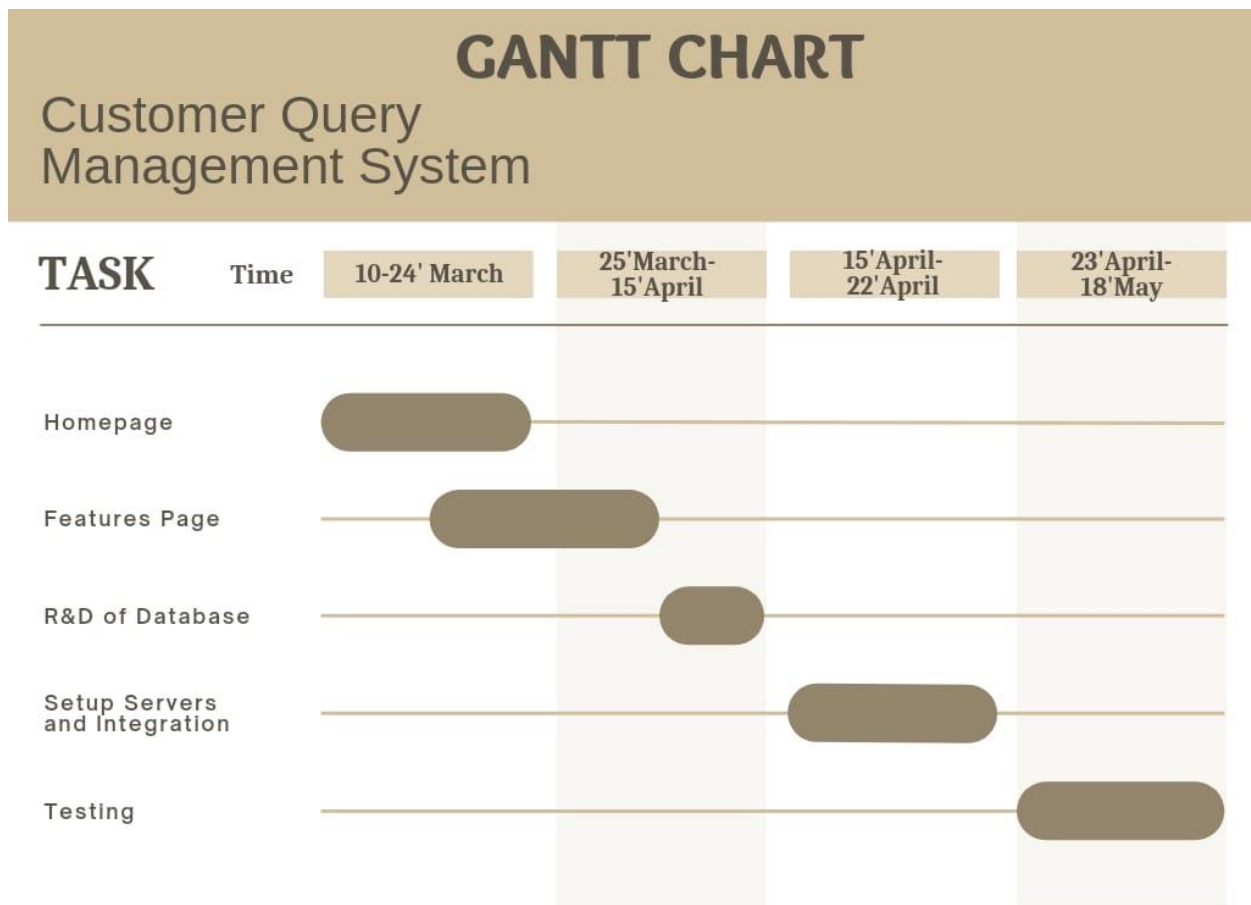


Fig. 1: Gantt Chart

5.2 MODEL USED: WATERFALL MODEL

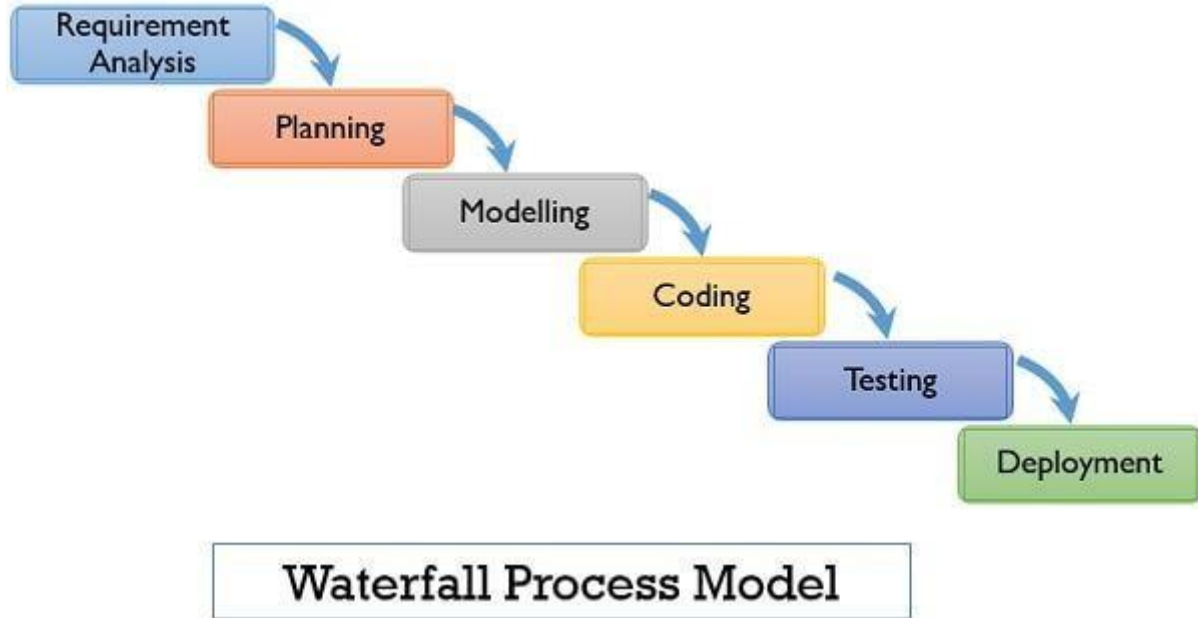


Fig. 2: Waterfall Model

Incremental Model is a software development process where requirements are divided into several stand-alone software development modules. In this project the first increment is often a core product where the basic requirements are addressed, and supplementary features are added in the next increments.

5.3 DATA FLOW DIAGRAM

Are used to graphically represent the flow of data in an Employee Performance System. DFD describes the processes that are involved in a system to transfer data from the admin to the client, client to the client, client to admin etc.

Employee Performance System this system shows the flow of data in admin Modules on many Actions. It shows the flow of data among the sub module in its Admin data flow on the sub screen.

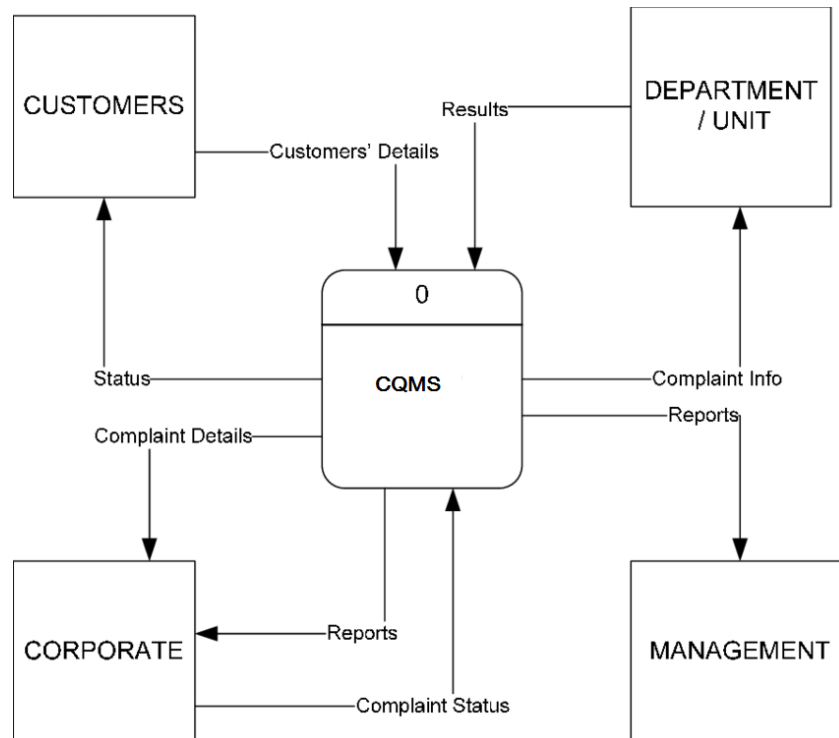


Fig. 3: CQMS Model DFD

Customer Performance System this system shows the flow of data in Customer Modules on many Actions. It shows the flow of data among the sub module in its employee data flow on the sub screen. It is with who is not someone's reporting manager.

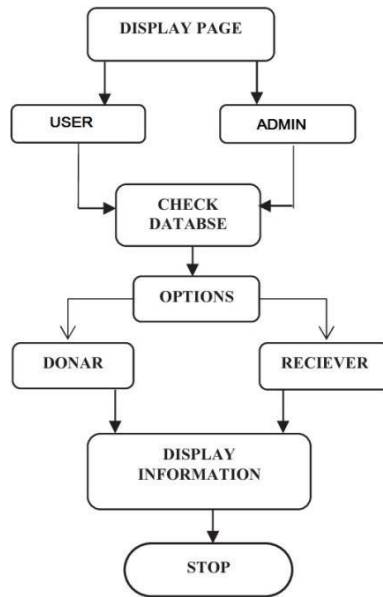


Fig. 4: CQMS DFD

5.4 ENTITY RELATIONSHIP DIAGRAM

This ER Diagram represents the model of Workplace Coaction System Entity. The Entity Relationship Diagram show all visual instrument of Database table and relation between Home Page, Admin Page, Client Page. All of it have Structured data and every entity may have some attributes.

Customer Query Management System Entity and their Attributes:

- Query/Enquiry: Attribute of Query/Enquiry: Name, Email, Phone, Location, Enquiry.
- Insert New Query Details: Attributes are: Full Name, Email, Query.
- Delete Query Details: Attributes are: Full Name, Email, Query.
- Update Details of Self: Attributes are: Full Name, Email, Company Name, Query.
- Login: Attribute of Blood: Admin, Client.
- Password Update Details: Attributes are: Email, Old Password, New Password.

- Search Query: Attributes are: Email, Query.
- View Profile of Client: Attributes are: Full Name, Email, Location, Company Name, Phone.

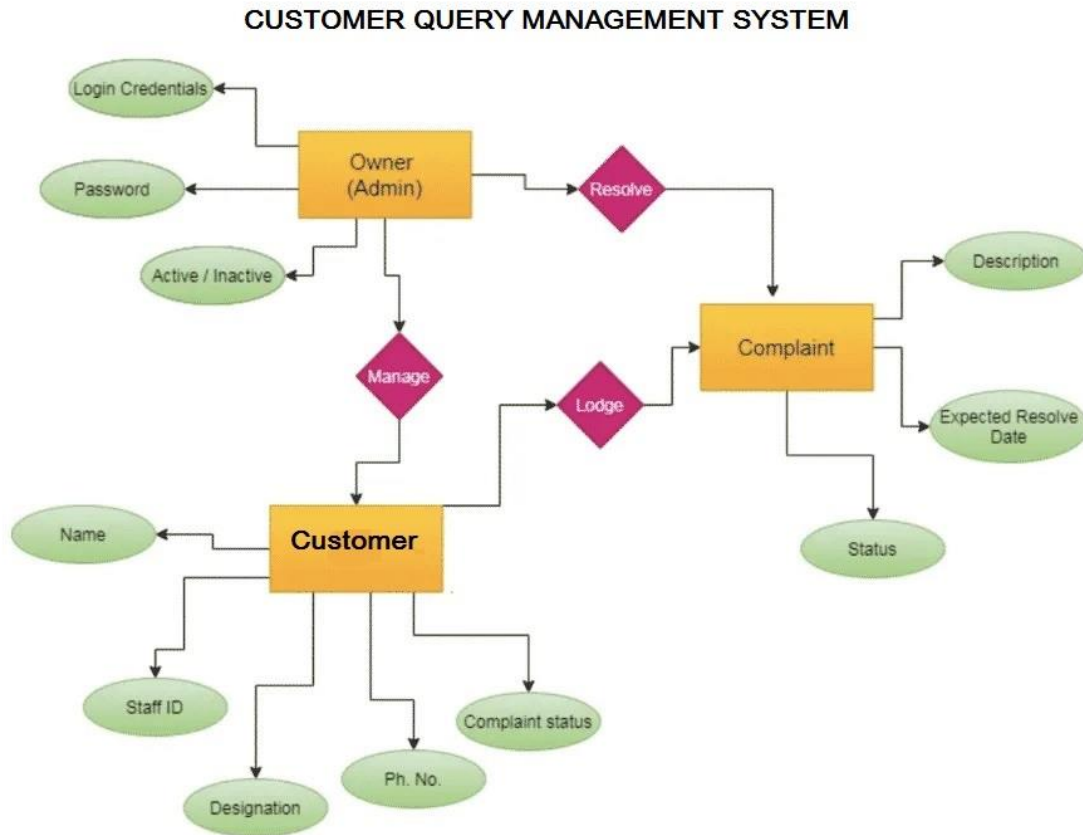


Fig. 5: Entity relationship Diagram

5.5 USE CASE DIAGRAM

Use-case diagrams model the behavior of a system and help to capture the requirements of the system. Use-case diagrams describe the high-level functions and scope of a system. These diagrams also identify the interactions between the system and its actors.

A use case diagram is used to represent the dynamic behavior of a system. It encapsulates the system's functionality by incorporating use cases, actors, and their relationships. It models the

tasks, services, and functions required by a system/subsystem of an application. It depicts the high-level functionality of a system and also tells how the user handles a system.

Purposes of a use case diagram given below:

- It gathers the system's needs.
- It depicts the external view of the system.
- It recognizes the internal as well as external factors that influence the system.

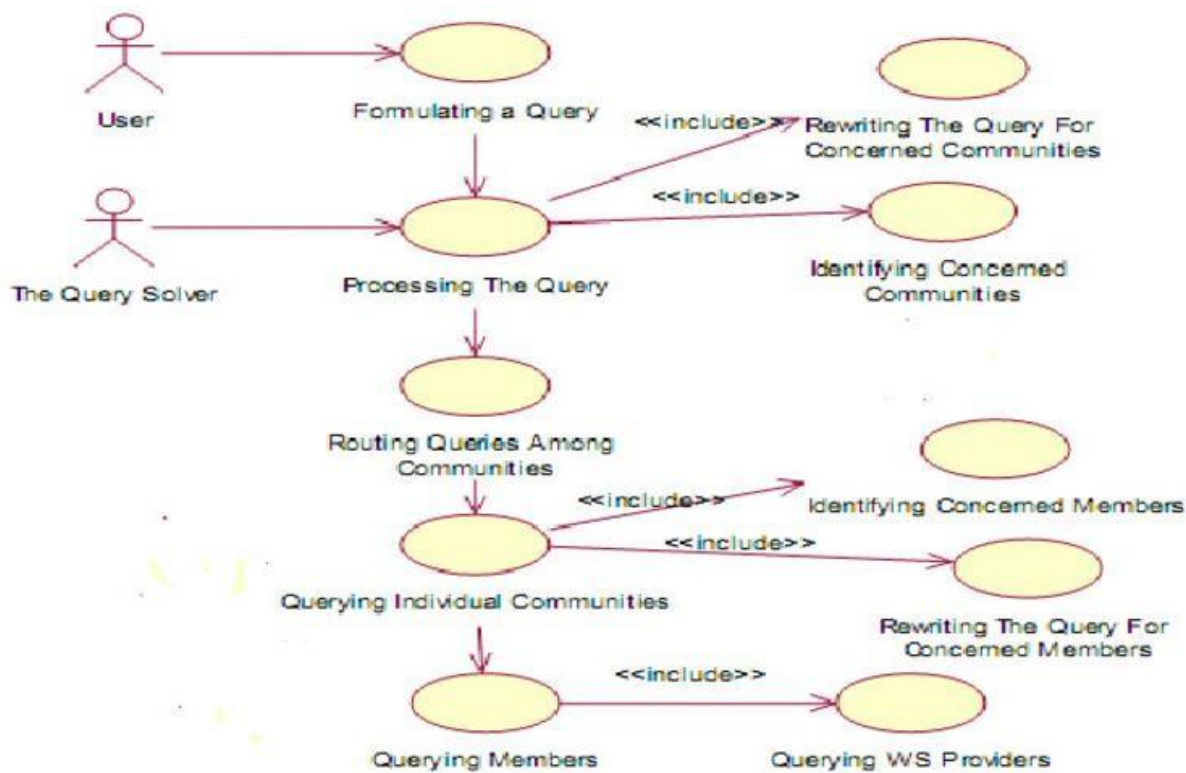


Fig. 6 Use Case Diagram

5.6 ACTIVITY DIAGRAM

An activity diagram shows business and software processes as a progression of actions.

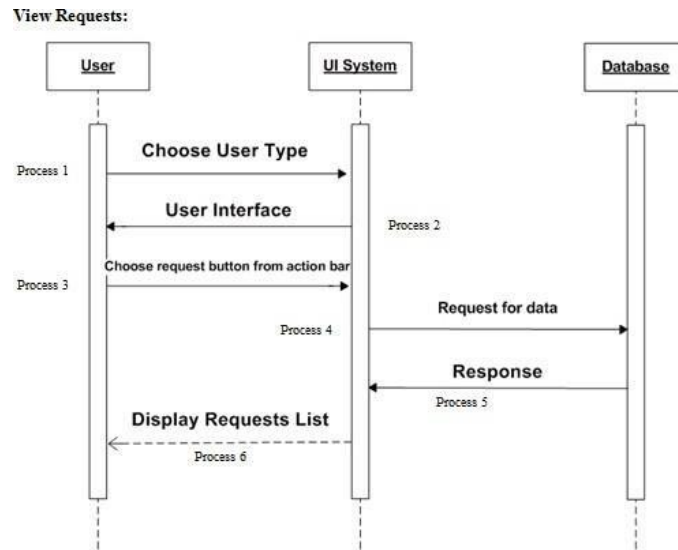


Fig. 7: Activity Diagram

5.7 DEPLOYMENT DIAGRAM

The deployment diagram are used to visualize the topology of the physical components of a system, where the software components are deployed.

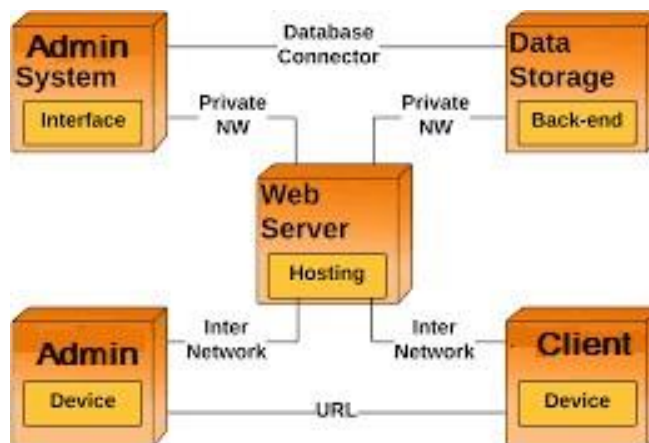


Fig. 8: Deployment Diagram

CHAPTER 6

IMPLEMENTATION AND WORKFLOW

6.1 PROGRAMMING

6.1.1 INDEX.PHP

```
<!DOCTYPE html>
<html lang="zxx">

<head>
  <title>Customer Query Management System || Home Page</title>

  <script>
    addEventListener("load", function () {
      setTimeout(hideURLbar, 0);
    }, false);

    function hideURLbar() {
      window.scrollTo(0, 1);
    }
  </script>
  <!-- Custom Theme files -->
  <link href="css/bootstrap.min.css" type="text/css" rel="stylesheet"
media="all">
  <link href="css/style.css" type="text/css" rel="stylesheet"
media="all">
  <!-- font-awesome icons -->
  <link href="css/font-awesome.min.css" rel="stylesheet">
  <!-- //Custom Theme files -->
  <!-- online-fonts -->
  <link
href="//fonts.googleapis.com/css?family=Amaranth:400,400i,700,700i"
rel="stylesheet">
  <link
href="//fonts.googleapis.com/css?family=PT+Sans:400,400i,700,700i"
rel="stylesheet">
</head>

<body>
  <div class="container-fluid">
```

```

<div class="row">
  <!-- header -->
  <div class="col-lg-2" id="spy">
    <div class="header-agile">
      <h1>
        <a class="navbar-brand" href="index.php">
          CQMS
        </a>
      </h1>
    </div>
    <ul class="nav nav-pills flex-column mt-lg-5">
      <li class="nav-item"><a class="nav-link active"
href="index.php">Home</a></li>

        <button type="button" class="btn btn-block mt-lg-5
mt-3 w3ls-btn p-1 btn-theme text-white text-uppercase font-weight-bold"
>
          <a class="nav-link" href="admin/index.php">Admin</a>
        </button>
        <button type="button" class="btn btn-block mt-lg-5 mt-3
w3ls-btn p-1 btn-theme text-white text-uppercase font-weight-bold"
>
          <a class="nav-link"
href="client/index.php">Client</a>
        </button>
      </ul>

    </div>
  <!-- //header -->
  <!-- main -->
  <div class="col-lg-10 scrollspy-example pr-0" data-
spy="scroll" data-target="#spy">
    <!-- banner -->
    <div id="home" class="w3ls-banner d-flex align-items-
center justify-content-center">
      <div class="bnr-w3pvt text-center">
        <h4>Welcome to!!</h4>
        <h2 class="bnr-txt-w3">Customer Query Management
System</h2>
        <p>This is the place where Customer's Query
resolved in seconds..</p>

      </div>
    </div>
  <!-- //banner -->

  <!-- //explore -->
  <!-- contact -->
  <div id="contact" class="pt-lg-5">

    <div class="section">

```

```

        <div class="footer-bottom py-lg-5 py-3">

            <div class="footer-copy text-center">
                <p class="text-dark">Customer Query
Management System @ 2023
            </p>
            </div>
        </div>
    </div>
</div>
<!-- //contact -->
</div>
<!-- //main -->
</div>
</div>

<!-- js -->
<script src="js/jquery-2.2.3.min.js"></script>
<!-- //js -->
<!-- start-smooth-scrolling -->
<script src="js/move-top.js"></script>
<script src="js/easing.js"></script>
<script>
    jQuery(document).ready(function ($) {
        $(".scroll").click(function (event) {
            event.preventDefault();

            $('html,body').animate({
                scrollTop: $(this.hash).offset().top
            }, 1000);
        });
    });
</script>
<!-- //end-smooth-scrolling -->
<!-- smooth-scrolling-of-move-up -->
<script>
    $(document).ready(function () {
        /*
        var defaults = {
            containerID: 'toTop', // fading element id
            containerHoverID: 'toTopHover', // fading element hover
id
            scrollSpeed: 1200,
            easingType: 'linear'
        };
        */

        $.UItoTop({
            easingType: 'easeOutQuart'

```

```

        });

    });
</script>
<script src="js/SmoothScroll.min.js"></script>
<!-- //smooth-scrolling-of-move-up -->
<script>
    window.onload = function () {
        document.getElementById("password1").onchange =
validatePassword;
        document.getElementById("password2").onchange =
validatePassword;
    }

    function validatePassword() {
        var                pass2                =
        document.getElementById("password2").value;
        var                pass1                =
        document.getElementById("password1").value;
        if (pass1 != pass2)

document.getElementById("password2").setCustomValidity("Passwo
rds Don'tMatch");
        else

document.getElementById("password2").setCustomValidity('');
        //empty string means no validation error
    }
</script>
<!-- script for password match -->

<!-- Bootstrap core JavaScript
===== -->
<!-- Placed at the end of the document so the pages load faster -->
<script src="js/bootstrap.min.js"></script>
</body>

</html>

```

6.1.2 ADMIN LOGIN.PHP

```

<?php
session_start();
error_reporting(0);
include('includes/dbconnection.php');

```

```

if(isset($_POST['login']))
{
    $email=$_POST['email'];
    $password=md5($_POST['password']);
    $sql ="SELECT ID FROM tblclient WHERE Email=:email and
Password=:password";
    $query=$dbh->prepare($sql);
    $query-> bindParam(':email', $email, PDO::PARAM_STR);
    $query-> bindParam(':password', $password, PDO::PARAM_STR);
    $query-> execute();
    $results=$query->fetchAll(PDO::FETCH_OBJ);
    if($query->rowCount() > 0)
    {
        foreach ($results as $result) {
            $_SESSION['clientmsuid']=$result->ID;
        }
        $_SESSION['login']=$_POST['username'];
        echo "<script type='text/javascript'> document.location ='dashboard.php';
        </script>";
    } else{
        echo "<script>alert('Invalid Details');</script>";
    }
}

?>
<!DOCTYPE HTML>
<html>
<head>
<title>Customer Query Management System||Login Page</title>

<script type="application/x-javascript"> addEventListener("load", function() {
setTimeout(hideURLbar, 0); }, false); function hideURLbar(){
window.scrollTo(0,1); } </script>
<!-- Bootstrap Core CSS -->

```

```

<link href="css/bootstrap.min.css" rel='stylesheet' type='text/css' />
<!-- Custom CSS -->
<link href="css/style.css" rel='stylesheet' type='text/css' />
<!-- Graph CSS -->
<link href="css/font-awesome.css" rel="stylesheet">
<!-- jQuery -->
<link
href="//fonts.googleapis.com/css?family=Roboto:700,500,300,100italic,100,400"
rel='stylesheet' type='text/css'>
<!-- lined-icons -->
<link rel="stylesheet" href="css/icon-font.min.css" type='text/css' />
<!-- //lined-icons -->
<script src="js/jquery-1.10.2.min.js"></script>
<!--clock init-->
</head>
<body>
<div class="error_page">

    <div class="error-top">
        <h2 class="inner-tittle page">CQMS Clients</h2>
        <div class="login">

            <div class="buttons login">
                <h3 class="inner-tittle t-inner" style="color:
lightblue">Sign In</h3>
            </div>
            <form id="login" method="post"
name="login">
                <input type="text" class="text" value="Email"
onfocus="this.value = '";" onblur="if (this.value == '") { this.value = 'E-mail
address';}" name="email" required="true">
                <input type="password" value="Password"
onfocus="this.value = '";" onblur="if (this.value == '") { this.value = 'Password';}"
name="password" required="true">
                <div class="submit"><input type="submit"
onclick="myFunction()" value="Login" name="login" ></div>

```

```

        <div class="clearfix"></div>

        <div class="new">
            <p><a href="forgot-password.php">Forgot
Password</a></p><br />
            <p><a href=" ../index.php">Back Home!!</a></p>
            <div class="clearfix"></div>
        </div>
    </form>
</div>

</div>

<!--//login-top-->
</div>

<!--//login-->
<!--footer section start-->
<div class="footer">

    <?php include_once('includes/footer.php');?>
</div>
<!--footer section end-->
<!--/404-->
<!--js -->
<script src="js/jquery.nicescroll.js"></script>
<script src="js/scripts.js"></script>
<!-- Bootstrap Core JavaScript -->
<script src="js/bootstrap.min.js"></script>
</body>
</html>

```


6.1.3 CUSTOMER LOGIN.PHP

```
<?php
session_start();
error_reporting(0);
include('includes/dbconnection.php');

if(isset($_POST['login']))
{
    $email=$_POST['email'];
    $password=md5($_POST['password']);
    $sql ="SELECT ID FROM tblclient WHERE Email=:email and
Password=:password";
    $query=$dbh->prepare($sql);
    $query->bindParam(':email', $email, PDO::PARAM_STR);
    $query->bindParam(':password', $password, PDO::PARAM_STR);
    $query->execute();
    $results=$query->fetchAll(PDO::FETCH_OBJ);
    if($query->rowCount() > 0)
    {
        foreach ($results as $result) {
            $_SESSION['clientsuid']=$result->ID;
        }
        $_SESSION['login']=$_POST['username'];
        echo "<script type='text/javascript'> document.location
        ='dashboard.php'; </script>";
    } else{
        echo "<script>alert('Invalid Details');</script>";
    }
}

?>
<!DOCTYPE HTML>
<html>
<head>
    <title>Customer Query Management System||Login Page</title>

    <script type="application/x-javascript">
addEventListener("load", function() { setTimeout(hideURLbar, 0);
}, false); function hideURLbar(){ window.scrollTo(0,1); }
</script>
    <!-- Bootstrap Core CSS -->
    <link href="css/bootstrap.min.css" rel='stylesheet'
type='text/css' />
    <!-- Custom CSS -->
    <link href="css/style.css" rel='stylesheet' type='text/css'
/>
```

```

    <!-- Graph CSS -->
    <link href="css/font-awesome.css" rel="stylesheet">
    <!-- jQuery -->
    <link
href='//fonts.googleapis.com/css?family=Roboto:700,500,300,100ital
ic,100,400' rel='stylesheet' type='text/css'>
    <!-- lined-icons -->
    <link rel="stylesheet" href="css/icon-font.min.css"
type='text/css' />
    <!-- //lined-icons -->
    <script src="js/jquery-1.10.2.min.js"></script>
    <!--clock init-->
</head>
<body>
    <div class="error_page">

        <div class="error-top">
            <h2 class="inner-tittle page">CQMS Clients</h2>
            <div class="login">

                <div class="buttons login">
                    <h3 class="inner-tittle t-inner"
style="color: lightblue">Sign In</h3>
                </div>
                <form id="login" method="post" name="login">
                    <input type="text" class="text"
value="Email" onfocus="this.value = ' ';" onblur="if (this.value ==
' ') {this.value = 'E-mail address';}" name="email"
required="true">
                    <input type="password" value="Password"
onfocus="this.value = ' ';" onblur="if (this.value == ' ')
{this.value = 'Password';}" name="password" required="true">
                    <div class="submit"><input type="submit"
onclick="myFunction()" value="Login" name="login" ></div>
                    <div class="clearfix"></div>

                    <div class="new">
                        <p><a href="forgot-
password.php">Forgot Password</a></p><br />
                        <p><a href=" ../index.php">Back
Home!!</a></p>

                    <div class="clearfix"></div>
                </div>
            </form>
        </div>

    </div>

```

```

        <!--//login-top-->
    </div>

    <!--//login-->
    <!--footer section start-->
    <div class="footer">

        <?php include_once('includes/footer.php') ;?>
    </div>
    <!--footer section end-->
    <!--/404-->
    <!--js -->
    <script src="js/jquery.nicescroll.js"></script>
    <script src="js/scripts.js"></script>
    <!-- Bootstrap Core JavaScript -->
    <script src="js/bootstrap.min.js"></script>
</body>
</html>

```

6.1.4 CUSTOMER QUERY FORM.PHP

```

<?php
session_start();
error_reporting(0);
include('includes/dbconnection.php');
if (strlen($_SESSION['clientmsaid']==1)) {
    header('location:logout.php');
} else{
    if(isset($_POST['submit']))
    {

        $description=$_POST['description'];

        $sql="insert into tblservices(ServiceName)values(:description)";
        $query=$dbh->prepare($sql);
        $query->bindParam(':description',$description,PDO::PARAM_STR);
    }
}

```

```

$query->execute();

$LastInsertId=$dbh->lastInsertId();
if ($LastInsertId>0) {
    echo '<script>alert("Service has been added.")</script>';
echo "<script>window.location.href ='add-services.php'</script>";
}
else
{
    echo '<script>alert("Something Went Wrong. Please try again")</script>';
}

}

?>
<!DOCTYPE HTML>
<html>
<head>
<title>Customer Query Management Sysytem|| Add Services</title>

<script type="application/x-javascript"> addEventListener("load", function() {
setTimeout(hideURLbar, 0); }, false); function hideURLbar(){
window.scrollTo(0,1); } </script>
<!-- Bootstrap Core CSS -->
<link href="css/bootstrap.min.css" rel='stylesheet' type='text/css' />
<!-- Custom CSS -->
<link href="css/style.css" rel='stylesheet' type='text/css' />
<!-- Graph CSS -->
<link href="css/font-awesome.css" rel="stylesheet">
<!-- jQuery -->
<link
href="//fonts.googleapis.com/css?family=Roboto:700,500,300,100italic,100,400'
rel='stylesheet' type='text/css'>
<!-- lined-icons -->
<link rel="stylesheet" href="css/icon-font.min.css" type='text/css' />
<!-- //lined-icons -->
<script src="js/jquery-1.10.2.min.js"></script>
<!--clock init-->
<script src="js/css3clock.js"></script>

```

```

<!--Easy Pie Chart-->
<!--skycons-icons-->
<script src="js/skycons.js"></script>
<!--//skycons-icons-->
</head>
<body>
<div class="page-container">
<!--/content-inner-->
<div class="left-content">
<div class="inner-content">

<?php include_once('includes/header.php');?>
        <!--//outer-wp-->
<div class="outter-wp">
        <!--/sub-heard-part-->
<div class="sub-heard-part">
<ol class="breadcrumb m-b-0">
<li><a href="dashboard.php">Home</a></li>
<li class="active">Add Query</li>
</ol>
</div>
        <!--/sub-heard-part-->
        <!--/forms-->
<div class="forms-main">
<h2 class="inner-tittle">Add Query </h2>
<div class="graph-form">
<div class="form-body">
<form method="POST">

<input type="hidden" name="oid" value="00D5i00000CxO94">
<input type="hidden" name="retURL" value="" dashboard.php">

    <div class="form-group"> <label for="exampleInputEmail1">Write Your
Name</label> <input type="text" name="first_name" placeholder="Write Your
Name here" value="" class="form-control" required='true'> </div>
    <div class="form-group"> <label for="email">Email</label><input
type="text" name="email" placeholder="Write Your Mail ID" value=""
class="form-control" required='true'> </div>
    <div class="form-group"> <label for="exampleInputEmail1">NEW
QUERY</label> <input type="text" name="description" placeholder="Write

```

Your Query here" value="" class="form-control" required='true'> </div>

<button type="submit" class="btn btn-default" name="submit"
id="submit">Save</button> </form>

</div>

</div>

</div>

</div>

<?php include_once('includes/footer.php');?>

</div>

</div>

<?php include_once('includes/sidebar.php');?>

<div class="clearfix"></div>

</div>

<script>

var toggle = true;

\$(".sidebar-icon").click(function() {
 if (toggle)
 {
 \$(".page-container").addClass("sidebar-
collapsed").removeClass("sidebar-collapsed-back");
 \$("#menu span").css({"position":"absolute"});
 }
 else
 {
 \$(".page-container").removeClass("sidebar-
collapsed").addClass("sidebar-collapsed-back");
 setTimeout(function() {
 \$("#menu span").css({"position":"relative"});
 }, 400);
 }

 toggle = !toggle;
});
</script>
<!--js -->
<script src="js/jquery.nicescroll.js"></script>
<script src="js/scripts.js"></script>

```

<!-- Bootstrap Core JavaScript -->
<script src="js/bootstrap.min.js"></script>
</body>
</html>
<?php } ?>

```

6.1.5 ADMIN QUERY REVIEW.PHP

```

<?php
session_start();
error_reporting(0);
include('includes/dbconnection.php');
if (strlen($_SESSION['clientsaid']==0)) {
    header('location:logout.php');
} else{
    ?>

<!DOCTYPE HTML>
<html>
<head>
    <title>Customer Query Management Sysytem || Manage Queries </title>
    <script type="application/x-javascript"> addEventListener("load", function() {
setTimeout(hideURLbar, 0); }, false); function hideURLbar(){ window.scrollTo(0,1); } </script>
    <!-- Bootstrap Core CSS -->
    <link href="css/bootstrap.min.css" rel='stylesheet' type='text/css' />
    <!-- Custom CSS -->
    <link href="css/style.css" rel='stylesheet' type='text/css' />
    <!-- Graph CSS -->
    <link href="css/font-awesome.css" rel="stylesheet">
    <!-- jQuery -->
    <link href="//fonts.googleapis.com/css?family=Roboto:700,500,300,100italic,100,400'
rel='stylesheet' type='text/css'>
    <!-- lined-icons -->
    <link rel="stylesheet" href="css/icon-font.min.css" type='text/css' />
    <!-- /js -->
    <script src="js/jquery-1.10.2.min.js"></script>
    <!-- //js-->
</head>
<body>
    <div class="page-container">
        <!--/content-inner-->
        <div class="left-content">

```

```

<div class="inner-content">
    <!-- header-starts -->
    <?php include_once('includes/header.php');?>
    <!-- //header-ends -->
    <!--outter-wp-->
    <div class="outter-wp">
        <!--sub-heard-part-->
        <div class="sub-heard-part">
            <ol class="breadcrumb m-b-0">
                <li><a href="dashboard.php">Home</a></li>
                <li class="active">Manage Services</li>
            </ol>
        </div>
        <!--//sub-heard-part-->
        <div class="graph-visual tables-main">

            <h3 class="inner-tittle two">Manage Services </h3>
            <div class="graph">
                <div class="tables">
                    <table class="table" border="1">

<thead> <tr> <th>#</th>

                                <th>Service Name</th>
                                <th>Service Price</th>
                                <th>Creation Date</th>

                                <th>Action</th>
                                </tr>
                                </thead>
                                <tbody>
                                    <?php

$sql="SELECT * from tblservices";
$query = $dbh -> prepare($sql);
$query->execute();
$results=$query->fetchAll(PDO::FETCH_OBJ);

$cnt=1;
if($query->rowCount() > 0)
{
    foreach($results as $row)
    {
        ?>

                                <tr class="active">
                                    <th scope="row"><?php

echo htmlentities($cnt);?></th>

                                    <td><?php echo

                                htmlentities($row->ServiceName);?></td>

                                    <td><?php echo

```



```

htmlentities($row->ServicePrice);?></td>
htmlentities($row->CreationDate);?></td>

details.php?editid=<?php echo $row->ID;?>">Edit</a></td>

</tr>
<?php $cnt=$cnt+1; } ?>
</tbody> </table>

</div>

</div>

</div>
<!--//graph-visual-->
</div>
<!--//outer-wp-->
<?php include_once('includes/footer.php');?>
</div>
</div>
<!--//content-inner-->
<!--/sidebar-menu-->
<?php include_once('includes/sidebar.php');?>
<div class="clearfix"></div>
</div>
<script>
    var toggle = true;

    $(".sidebar-icon").click(function() {
        if (toggle)
        {
            $(".page-container").addClass("sidebar-
collapsed").removeClass("sidebar-collapsed-back");
            $("#menu span").css({ "position": "absolute" });
        }
        else
        {
            $(".page-container").removeClass("sidebar-
collapsed").addClass("sidebar-collapsed-back");
            setTimeout(function() {
                $("#menu span").css({ "position": "relative" });
            }, 400);
        }

        toggle = !toggle;
    });
</script>

```

```

<!--js -->
<script src="js/jquery.nicescroll.js"></script>
<script src="js/scripts.js"></script>
<!-- Bootstrap Core JavaScript -->
<script src="js/bootstrap.min.js"></script>
</body>
</html>
<?php } ?>

```

6.1.6 SIDEBAR.PHP

```

<div class="sidebar-menu">
  <header class="logo">
    <a href="#" class="sidebar-icon"> <span class="fa fa-bars"></span> </a> <a
href="dashboard.php"> <span id="logo"> <h1>CMS</h1></span>
    <!--<img id="logo" src="" alt="Logo"/>-->
  </a>
</header>
<div style="border-top: 1px solid rgba(69, 74, 84, 0.7)"></div>
<!--/down-->
<div class="down">
  <?php
$aid=$_SESSION['clientmsaid'];
$sql="SELECT AdminName from tbladmin where ID=:aid";
$query = $dbh -> prepare($sql);
$query->bindParam(':aid',$aid,PDO::PARAM_STR);
$query->execute();
$results=$query->fetchAll(PDO::FETCH_OBJ);
$cnt=1;
if($query->rowCount() > 0)
{
  foreach($results as $row)
  {
    <a href="dashboard.php"></a>
    <a href="dashboard.php"><span class=" name-caret"><?php echo $row-
>AdminName;?></span></a>

    <?php $cnt=$cnt+1;}} ?>

```

```

        <ul>
            <li><a class="tooltips" href="admin-profile.php"><span>Profile</span><i class="lnr lnr-user"></i></a></li>
            <li><a class="tooltips" href="change-password.php"><span>Settings</span><i class="lnr lnr-cog"></i></a></li>
            <li><a class="tooltips" href="logout.php"><span>Log out</span><i class="lnr lnr-power-switch"></i></a></li>
        </ul>
    </div>
    <!--//down-->
    <div class="menu">
        <ul id="menu" >
            <li><a href="dashboard.php"><i class="fa fa-tachometer"></i> <span>Dashboard</span></a></li>

            <li id="menu-academico" ><a href="#"><i class="fa fa-table"></i> <span>Services</span> <span class="fa fa-angle-right" style="float: right"></span></a>
                <ul id="menu-academico-sub" >
                    <li id="menu-academico-avaliacoes" ><a href="add-services.php"> Add Services</a></li>
                    <li id="menu-academico-boletim" ><a href="manage-services.php">Manage Services</a></li>

                </ul>
            </li>

            <li><a href="add-client.php"><i class="fa fa-user"></i> <span>Add Clients</span></a></li>
            <li><a href="manage-client.php"><i class="fa fa-table"></i> <span>Clients List</span></a></li>
            <li><a href="invoices.php"><i class="fa fa-file-text-o"></i> <span>Invoices</span></a></li>

            <li id="menu-academico" ><a href="#"><i class="fa fa-table"></i> <span>Reports</span> <span class="fa fa-angle-right" style="float: right"></span></a>
                <ul id="menu-academico-sub" >
                    <li id="menu-academico-avaliacoes" ><a href="bwdates-reports-ds.php"> B/w dates Reports</a></li>
                    <li id="menu-academico-boletim" ><a href="sales-reports.php">Sales Reports</a></li>
                </ul>
            </li>
        </ul>
    </div>

```

```

        </ul>
    </li>
    <li><a href="search-invoices.php"><i class="fa fa-search"></i> <span>Search
Invoice</span></a></li>

</ul>
</div>
</div>

```

6.1.7 DASHBOARD.PHP

```

<?php
session_start();
error_reporting(0);
include('includes/dbconnection.php');
if (strlen($_SESSION['clientsuid']==0)) {
    header('location:logout.php');
}
?>
<!DOCTYPE HTML>
<html>
<head>
<title>Customer Query Management System||Dashboard</title>

<script type="application/x-javascript"> addEventListener("load", function() {
setTimeout(hideURLbar, 0); }, false); function hideURLbar(){ window.scrollTo(0,1); }
</script>
<!-- Bootstrap Core CSS -->
<link href="css/bootstrap.min.css" rel='stylesheet' type='text/css' />
<!-- Custom CSS -->
<link href="css/style.css" rel='stylesheet' type='text/css' />
<!-- Graph CSS -->
<link href="css/font-awesome.css" rel="stylesheet">

```

```

<!-- jQuery -->
<link href="//fonts.googleapis.com/css?family=Roboto:700,500,300,100italic,100,400'
rel='stylesheet' type='text/css'>
<!-- lined-icons -->
<link rel="stylesheet" href="css/icon-font.min.css" type='text/css' />
<!-- //lined-icons -->
<script src="js/jquery-1.10.2.min.js"></script>
<script src="js/amcharts.js"></script>
<script src="js/serial.js"></script>
<script src="js/light.js"></script>
<script src="js/radar.js"></script>
<link href="css/barChart.css" rel='stylesheet' type='text/css' />
<link href="css/fabochart.css" rel='stylesheet' type='text/css' />
<!--clock init-->
<script src="js/css3clock.js"></script>
<!--Easy Pie Chart-->
<!--skycons-icons-->
<script src="js/skycons.js"></script>

<script src="js/jquery.easydropdown.js"></script>

<!--//skycons-icons-->
</head>
<body>
<div class="page-container">
<!--/content-inner-->
<div class="left-content">
    <div class="inner-content">

        <?php include_once('includes/header.php');?>

        <?php

$uid=$_SESSION['clientmsuid'];
$sql="SELECT CompanyName from tblclient where ID=:uid";
$query = $dbh -> prepare($sql);

```

```

$query->bindParam(':uid',$uid,PDO::PARAM_STR);
$query->execute();
$results=$query->fetchAll(PDO::FETCH_OBJ);
$cnt=1;
if($query->rowCount() > 0)
{
    foreach($results as $row)
    {
        ?>
        <h2 style="padding-left: 200px">
            Welcome to Customer Query Panel !! <?php echo $row->CompanyName;?>
        </h2>

        <?php $cnt=$cnt+1;}} ?>

        <?php include_once('includes/footer.php');?>

    </div>
</div>
<!--//content-inner-->

<?php include_once('includes/sidebar.php');?>
<div class="clearfix"></div>
</div>
<script>
var toggle = true;

$(".sidebar-icon").click(function() {
    if (toggle)
    {
        $(".page-container").addClass("sidebar-collapsed").removeClass("sidebar-collapsed-back");
        $("#menu span").css({"position":"absolute"});
    }
    else
    {
        $(".page-container").removeClass("sidebar-collapsed").addClass("sidebar-collapsed-back");
        setTimeout(function() {

```

```

        $("#menu span").css({"position":"relative"});
    }, 400);
}

toggle = !toggle;
});
</script>
<!--js -->
<link rel="stylesheet" href="css/vroom.css">
<script type="text/javascript" src="js/vroom.js"></script>
<script type="text/javascript" src="js/TweenLite.min.js"></script>
<script type="text/javascript" src="js/CSSPlugin.min.js"></script>
<script src="js/jquery.nicescroll.js"></script>
<script src="js/scripts.js"></script>

<!-- Bootstrap Core JavaScript -->
<script src="js/bootstrap.min.js"></script>
</body>
</html>

```

6.1.8 CLIENT-PROFILE.PHP

```

<?php
session_start();
error_reporting(0);
include('includes/dbconnection.php');
if (strlen($_SESSION['clientsuid']==0)) {
    header('location:logout.php');
} else{
    if(isset($_POST['submit']))
    {
        $uid=$_SESSION['clientsuid'];
        $cname=$_POST['cname'];
        $comname=$_POST['comname'];
        $address=$_POST['address'];
        $city=$_POST['city'];
    }
}

```

```

$state=$_POST['state'];
$zcode=$_POST['zcode'];
$cellphnumber=$_POST['cellphnumber'];
$ophnumber=$_POST['ophnumber'];
$email=$_POST['email'];
$websiteadd=$_POST['websiteadd'];

$sql="update tblclient set
ContactName=:cname,CompanyName=:comname,Address=:address,City=:city,State=:state,Z
ipCode=:zcode,Cellphnumber=:cellphnumber,Otherphnumber=:ophnumber,Email=:email,We
bsiteAddress=:websiteadd where ID=:uid";

$query = $dbh->prepare($sql);

$query->bindParam(':cname',$cname,PDO::PARAM_STR);
$query->bindParam(':comname',$comname,PDO::PARAM_STR);
$query->bindParam(':address',$address,PDO::PARAM_STR);
$query->bindParam(':city',$city,PDO::PARAM_STR);
$query->bindParam(':state',$state,PDO::PARAM_STR);
$query->bindParam(':zcode',$zcode,PDO::PARAM_STR);
$query->bindParam(':cellphnumber',$cellphnumber,PDO::PARAM_STR);
$query->bindParam(':ophnumber',$ophnumber,PDO::PARAM_STR);
$query->bindParam(':email',$email,PDO::PARAM_STR);
$query->bindParam(':websiteadd',$websiteadd,PDO::PARAM_STR);
$query->bindParam(':uid',$uid,PDO::PARAM_STR);

$query->execute();
if($query -> rowCount() > 0)
{
    echo '<script>alert("Your profile has been updated")</script>';
    echo "<script>window.location.href ='client-profile.php'</script>";
}
else
{
    echo '<script>alert("Something Went Wrong. Please try again")</script>';
}

```



```

    }
    ?>
<!DOCTYPE HTML>
<html>
<head>
<title>Client Management Sysytem|| Client Profile</title>

<script type="application/x-javascript"> addEventListener("load", function() {
setTimeout(hideURLbar, 0); }, false); function hideURLbar(){ window.scrollTo(0,1); }
</script>
<!-- Bootstrap Core CSS -->
<link href="css/bootstrap.min.css" rel='stylesheet' type='text/css' />
<!-- Custom CSS -->
<link href="css/style.css" rel='stylesheet' type='text/css' />
<!-- Graph CSS -->
<link href="css/font-awesome.css" rel="stylesheet">
<!-- jQuery -->
<link href="//fonts.googleapis.com/css?family=Roboto:700,500,300,100italic,100,400'
rel='stylesheet' type='text/css">
<!-- lined-icons -->
<link rel="stylesheet" href="css/icon-font.min.css" type='text/css' />
<!-- //lined-icons -->
<script src="js/jquery-1.10.2.min.js"></script>
<!--clock init-->
<script src="js/css3clock.js"></script>
<!--Easy Pie Chart-->
<!--skycons-icons-->
<script src="js/skycons.js"></script>
<!--//skycons-icons-->
</head>
<body>
<div class="page-container">
<!--/content-inner-->
<div class="left-content">
<div class="inner-content">

<?php include_once('includes/header.php');?>

```

```

        <!--//outer-wp-->
<div class="outter-wp">
        <!--/sub-heard-part-->
<div class="sub-heard-part">
<ol class="breadcrumb m-b-0">
<li><a href="dashboard.php">Home</a></li>
<li class="active">Client Profile</li>
</ol>
</div>

        <!--/sub-heard-part-->
        <!--/forms-->

<div class="forms-main">
<h2 class="inner-tittle">Client Profile </h2>
<div class="graph-form">
<div class="form-body">
<form method="post">

                                                                    <?php

$uid=$_SESSION['clientmsuid'];
$sql="SELECT * from tblclient where ID=:uid";
$query = $dbh -> prepare($sql);
$query->bindParam(':uid',$uid,PDO::PARAM_STR);
$query->execute();
$results=$query->fetchAll(PDO::FETCH_OBJ);
$cnt=1;
if($query->rowCount() > 0)
{
foreach($results as $row)
{
        ?>
<div class="form-group"> <label for="exampleInputEmail1">Account ID</label> <input
type="text" name="" value="<?php echo $row->AccountID;?>" class="form-control"
readonly="true"> </div>
<div class="form-group"> <label for="exampleInputEmail1">Account Type</label> <input
type="text" name="" value="<?php echo $row->AccountType;?>" class="form-control"
readonly="true"> </div>
<div class="form-group"> <label for="exampleInputEmail1">Contact Name</label> <input
type="text" name="cname" value="<?php echo $row->ContactName;?>" class="form-
control" required="true"> </div>

```

```

<div class="form-group"> <label for="exampleInputEmail1">Company Name</label>
<input type="text" name="comname" value="<?php echo $row->CompanyName;?>"
class="form-control" required="true"> </div>

<div class="form-group"> <label for="exampleInputEmail1">Address</label> <textarea
type="text" name="address" value="" class="form-control" required='true' rows="4"
cols="3"><?php echo $row->Address;?></textarea> </div>

<div class="form-group"> <label for="exampleInputEmail1">City</label> <input
type="text" name="city" value="<?php echo $row->City;?>" class="form-control"
required='true'> </div>

<div class="form-group"> <label for="exampleInputEmail1">State</label> <input
type="text" name="state" value="<?php echo $row->State;?>" class="form-control"
required='true'> </div>

<div class="form-group"> <label for="exampleInputEmail1">Zip Code</label> <input
type="text" name="zipcode" placeholder="Zip Code" value="<?php echo $row->ZipCode;?>"
class="form-control" required='true'> </div>

<div class="form-group"> <label for="exampleInputEmail1">Work Phone
Number</label><input type="text" name="wphnumber" value="<?php echo $row-
>Workphnumber;?>" class="form-control" maxlength='10' readonly='true' pattern="[0-9]+">
</div>

<div class="form-group"> <label for="exampleInputEmail1">Cell Phone
Number</label><input type="text" name="cellphnumber" value="<?php echo $row-
>Cellphnumber;?>" class="form-control" maxlength='10' pattern="[0-9]+"> </div>

<div class="form-group"> <label for="exampleInputEmail1">Other Phone
Number</label><input type="text" name="ophnumber" value="<?php echo $row-
>Otherphnumber;?>" class="form-control" maxlength='10' pattern="[0-9]+"> </div>

<div class="form-group"> <label for="exampleInputEmail1">Email Address</label> <input
type="email" name="email" value="<?php echo $row->Email;?>" class="form-control"
required='true' readonly="true"> </div>

<div class="form-group"> <label for="exampleInputPassword1">Website Address</label>
<input type="text" name="websiteadd" value="<?php echo $row->WebsiteAddress;?>"
required='true' class="form-control"> </div>

<div class="form-group"> <label for="exampleInputEmail1">Notes</label> <textarea
type="text" name="notes" value="" class="form-control" required='true' rows="4" cols="3"
readonly="true"><?php echo $row->Notes;?></textarea> </div>

<?php $cnt=$cnt+1; } } ?>

<button type="submit" class="btn btn-default" name="submit"
id="submit">Update</button> </form>

</div>

</div>

</div>

</div>

```

```

<?php include_once('includes/footer.php');?>
</div>
</div>
<?php include_once('includes/sidebar.php');?>
<div class="clearfix"></div>
</div>
<script>
    var toggle = true;

    $(".sidebar-icon").click(function() {
        if (toggle)
        {
            $(".page-container").addClass("sidebar-collapsed").removeClass("sidebar-
collapsed-back");
            $("#menu span").css({"position":"absolute"});
        }
        else
        {
            $(".page-container").removeClass("sidebar-collapsed").addClass("sidebar-
collapsed-back");
            setTimeout(function() {
                $("#menu span").css({"position":"relative"});
            }, 400);
        }

        toggle = !toggle;
    });
</script>
<!--js -->
<script src="js/jquery.nicescroll.js"></script>
<script src="js/scripts.js"></script>

<!-- Bootstrap Core JavaScript -->
<script src="js/bootstrap.min.js"></script>
</body>
</html>

```

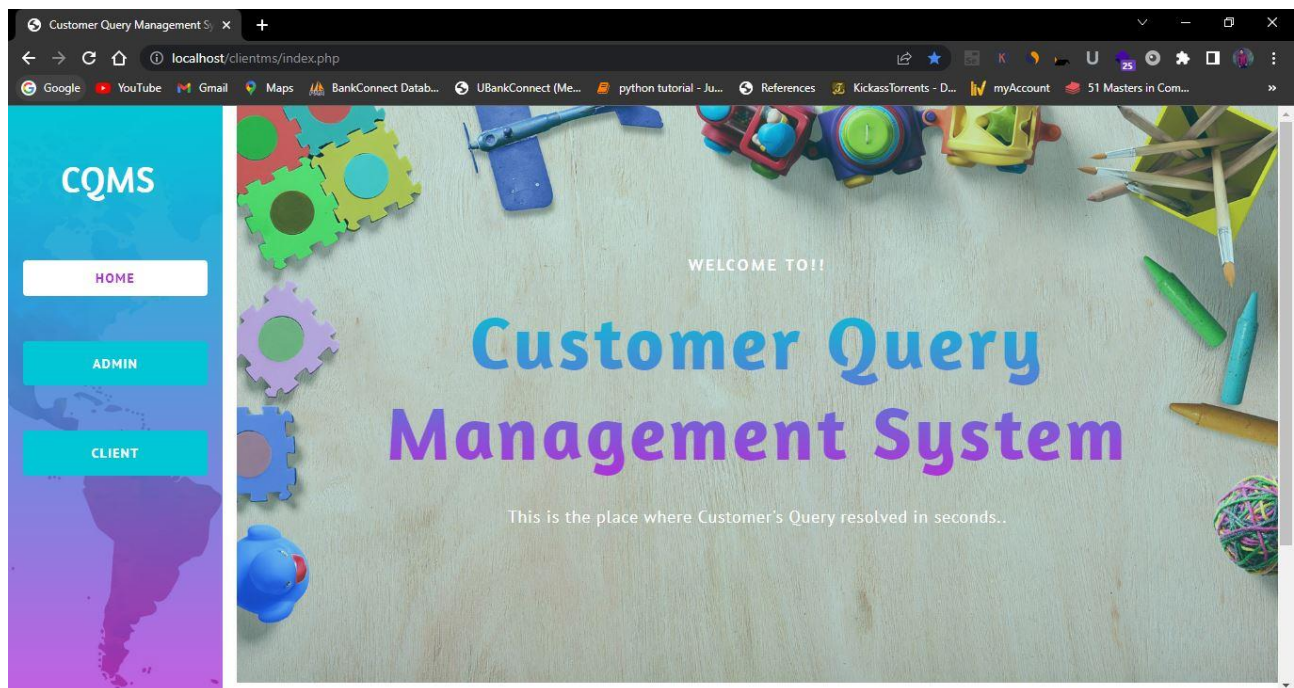
<?php } ?>

CHAPTER 7

ANNEXURE

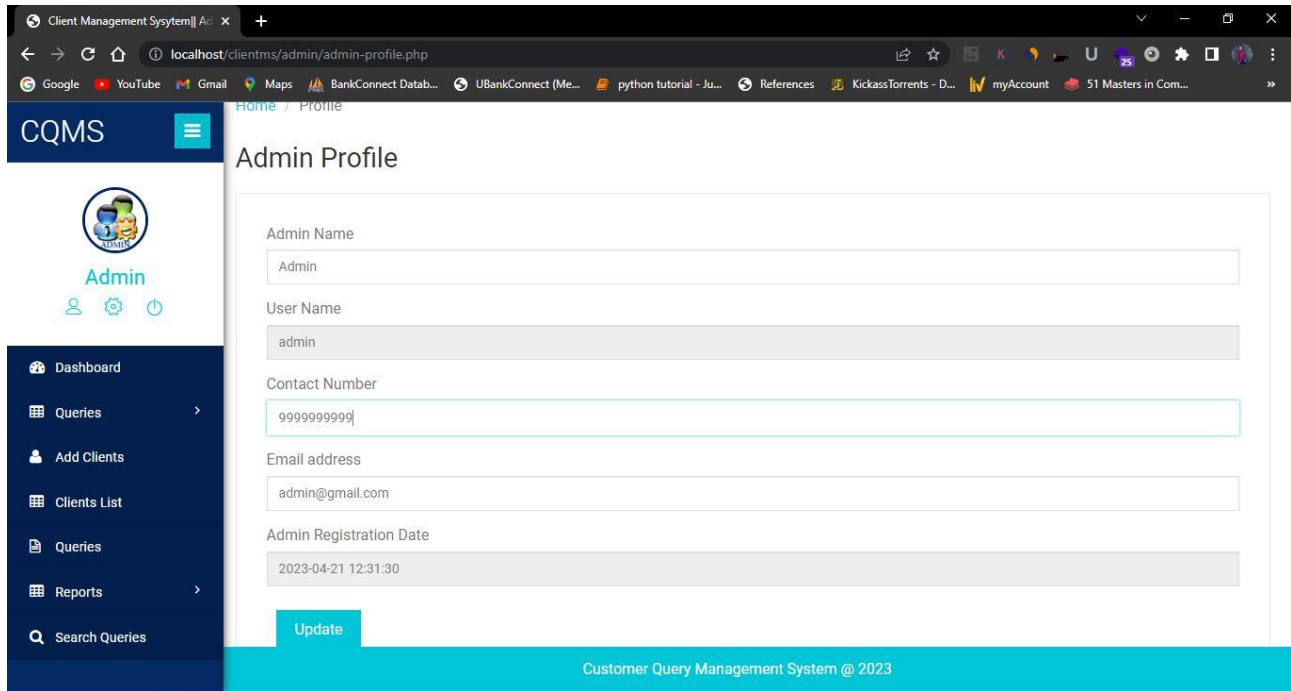
7.1 WORKING MODEL

7.1.1 HOMEPAGE



7.a (Home page) 1

7.1.2 ADMIN'S INFO



The screenshot shows a web browser window with the URL `localhost/clientms/admin/admin-profile.php`. The page is titled "Admin Profile" and contains a form with the following fields:

- Admin Name:** Admin
- User Name:** admin
- Contact Number:** 9999999999
- Email address:** admin@gmail.com
- Admin Registration Date:** 2023-04-21 12:31:30

Below the form is an "Update" button. The left sidebar of the application shows the "CQMS" logo and a navigation menu with the following items:

- Dashboard
- Queries
- Add Clients
- Clients List
- Queries
- Reports
- Search Queries

The footer of the page reads "Customer Query Management System @ 2023".

7.b(Admin's Info) 1


7.1.3 ADMIN QUERIES

Customer Query Management S




localhost/clientms/admin/manage-services.php

Google YouTube Gmail Maps BankConnect Datab... UBANKConnect (Me... python tutorial - Ju... References KickassTorrents - D... myAccount 51 Masters in Com...

CQMS



Admin

Dashboard

Queries

Add Clients

Clients List

Queries

Reports

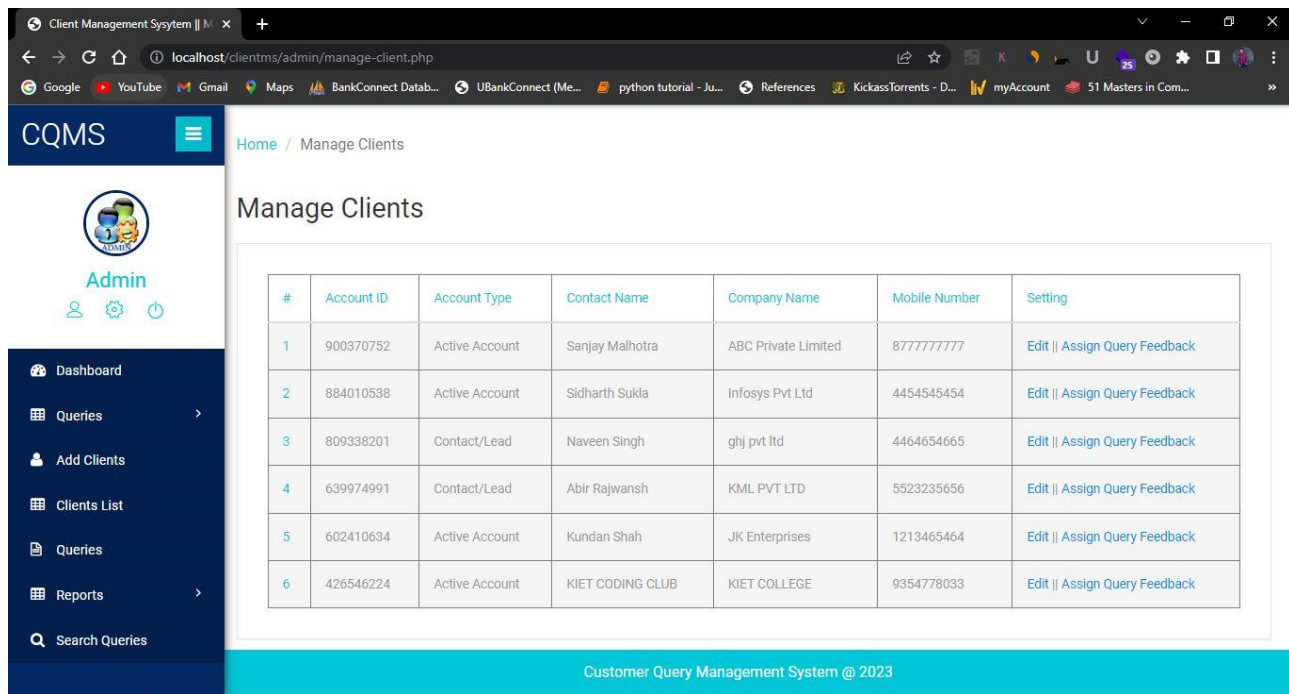
Search Queries

8	CakePHP Development Services	56	2023-04-22 13:16:30	Edit
9	Magento Development Services.	113	2023-04-22 13:17:41	Edit
10	Web Development	356	2023-04-26 10:32:54	Edit
11	On Page SEO	250	2023-04-27 21:28:59	Edit
12	What is your college name?	kiet	2023-05-13 01:15:33	Edit
13	What is my name?	.	2023-05-13 01:38:40	Edit
14	What is my nameeeee?	YOUR NAME IS KIET	2023-05-13 01:42:17	Edit
15	What is the result of Bazaria election, who wins?	Billu Dada	2023-05-13 15:31:55	Edit
16	What is the fault in my line if yellow light is blinking in my router?		2023-05-21 12:37:24	Edit
17	What is the procedure to relocate my broadband connection?		2023-05-21 14:03:21	Edit

Customer Query Management System @ 2023

7.c(Admin queries) 1

7.1.4 ADMIN'S CLIENT LIST



Client Management Ssystem | M x +

localhost/clientms/admin/manage-client.php

Google YouTube Gmail Maps BankConnect Datab... UBANKConnect (Me... python tutorial - Ju... References KickassTorrents - D... myAccount 51 Masters in Com...

CQMS

Home / Manage Clients

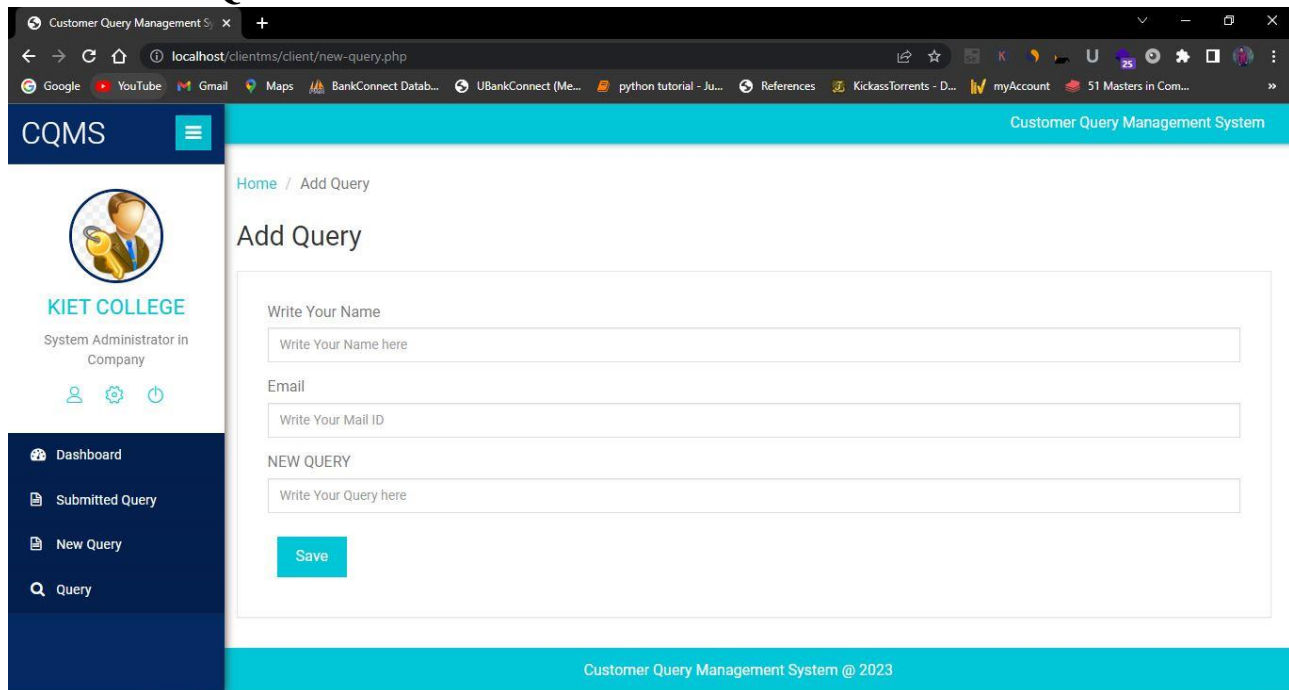
Manage Clients

#	Account ID	Account Type	Contact Name	Company Name	Mobile Number	Setting
1	900370752	Active Account	Sanjay Malhotra	ABC Private Limited	8777777777	Edit Assign Query Feedback
2	884010538	Active Account	Sidharth Sukla	Infosys Pvt Ltd	4454545454	Edit Assign Query Feedback
3	809338201	Contact/Lead	Naveen Singh	ghj pvt ltd	4464654665	Edit Assign Query Feedback
4	639974991	Contact/Lead	Abir Rajwansh	KML PVT LTD	5523235656	Edit Assign Query Feedback
5	602410634	Active Account	Kundan Shah	JK Enterprises	1213465464	Edit Assign Query Feedback
6	426546224	Active Account	KIET CODING CLUB	KIET COLLEGE	9354778033	Edit Assign Query Feedback

Customer Query Management System @ 2023

7.d(Admin Client List) 1

7.1.5 NEW QUERY FORM



Customer Query Management S... x +

localhost/clientms/client/new-query.php

Google YouTube Gmail Maps BankConnect Datab... UBANKConnect (Me... python tutorial - Ju... References KickassTorrents - D... myAccount 51 Masters in Com...

CQMS

Home / Add Query

Add Query

Write Your Name

Write Your Name here

Email

Write Your Mail ID

NEW QUERY

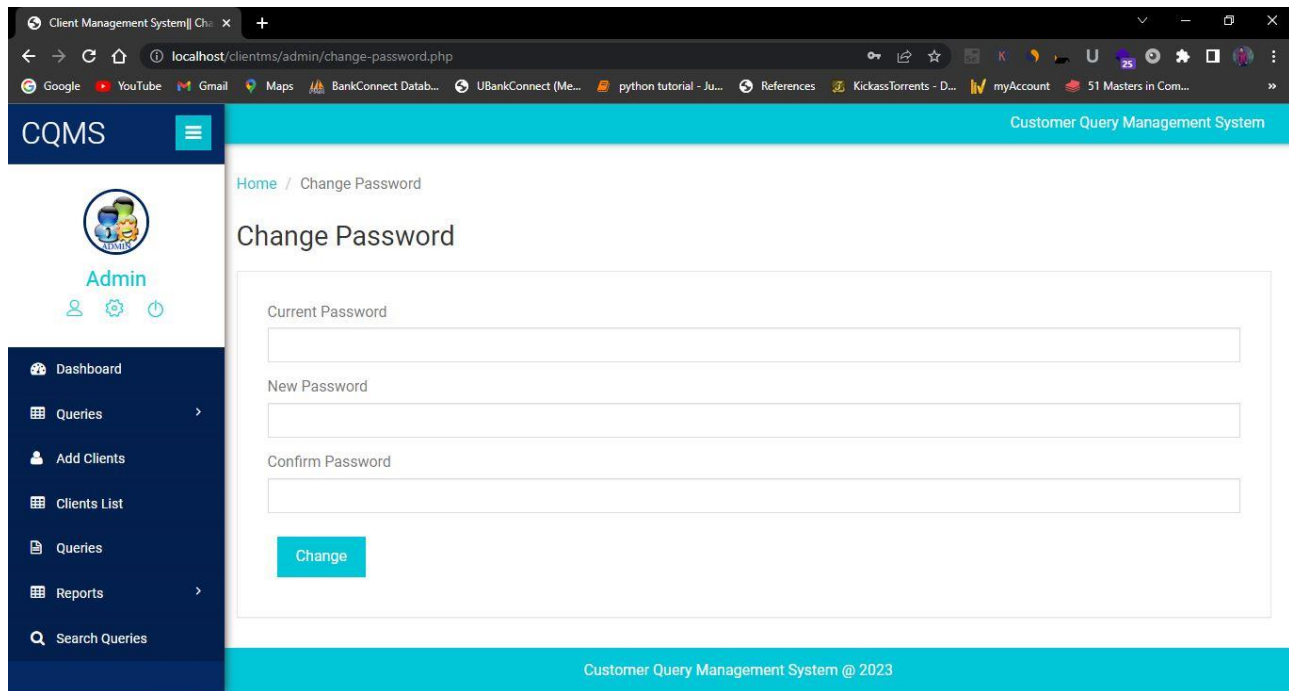
Write Your Query here

Save

Customer Query Management System @ 2023

7.e(new query form) 1

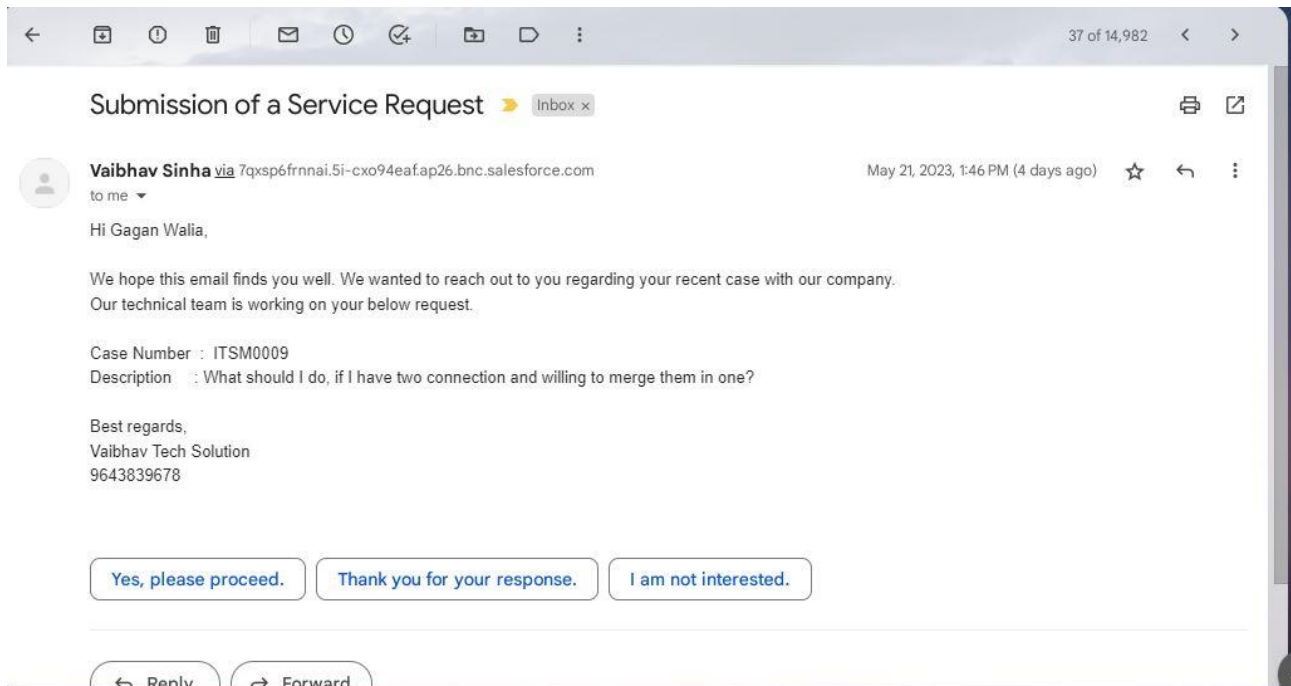
7.1.6 CHANGE PASSWORD



The screenshot shows a web browser window with the URL `localhost/clientms/admin/change-password.php`. The page is titled "Change Password" and is part of the "Customer Query Management System". On the left, there is a sidebar with a logo and the word "Admin" above three icons (person, gear, clock). The sidebar menu includes: Dashboard, Queries, Add Clients, Clients List, Queries, Reports, and Search Queries. The main content area has a breadcrumb "Home / Change Password" and a form with three input fields: "Current Password", "New Password", and "Confirm Password". Below these fields is a blue "Change" button. The footer of the page says "Customer Query Management System @ 2023".

7.f(Change Password) 1

7.1.7 GENERATED QUERY ALERT(WORKFLOW)



The screenshot shows an email interface for a "Submission of a Service Request". The email is from "Vaibhav Sinha" via `7qxp6frnnai.5i-cxo94eaf.ap26.bnc.salesforce.com` to "me", dated "May 21, 2023, 1:46 PM (4 days ago)". The email content is as follows:

Hi Gagan Walia,

We hope this email finds you well. We wanted to reach out to you regarding your recent case with our company. Our technical team is working on your below request.

Case Number : ITSM0009

Description : What should I do, if I have two connection and willing to merge them in one?

Best regards,
Vaibhav Tech Solution
9643839678

At the bottom, there are three buttons: "Yes, please proceed.", "Thank you for your response.", and "I am not interested.". Below these buttons are "Reply" and "Forward" buttons.

7.f(Genearted Query) 1

CHAPTER 8

LITERATURE REVIEW

1. Advances in Engineering Software: <https://www.sciencedirect.com/journal/advances-in-engineering-software>
2. International Journal on Software Tools for Technology Transfer: <https://www.springer.com/journal/10009>
3. Optimization Methods and Software: <https://www.tandfonline.com/journals/goms20>
4. Software Quality Journal: <https://www.springer.com/journal/11219/>
5. Journal of Web Semantics: <https://www.sciencedirect.com/journal/journal-of-web-semantics>
6. Start Programming Using HTML, CSS, and JavaScript and dot net: <https://www.taylorfrancis.com/books/mono/10.1201/b19402/start-programming-using-html-css-javascript-iztok-fajfar>
7. HTML5 Mobile Websites: <https://www.taylorfrancis.com/books/mono/10.4324/9780240818146/html5-mobile-websites-matthew-david>
8. Managing Web Projects: <https://www.taylorfrancis.com/books/mono/10.1201/9781439804964/managing-web-projects-edward-farkas>
9. Web Programming for Business: <https://www.taylorfrancis.com/books/mono/10.4324/9780203582084/web-programming-business-david-paper>
10. Web Technology: <https://www.taylorfrancis.com/books/mono/10.1201/9781351029902/web-technology-akshi-kumar>

11. Web Security: <https://www.taylorfrancis.com/books/mono/10.1201/b18327/web-security-hanging-wu-liz-zhao>
12. E-Commerce Usability: <https://www.taylorfrancis.com/books/mono/10.1201/9780203245910/commerce-usability-david-travis>
13. Innovations in E-Systems for Business and Commerce: <https://www.taylorfrancis.com/books/edit/10.1201/9781315207353/innovations-systems-business-commerce-abdelkhalak-el-hami-seifedine-kadry>
14. Cloud Database Development and Management: <https://www.taylorfrancis.com/books/mono/10.1201/b15264/cloud-database-development-management-lee-chao>
15. NoSQL Database for Storage and Retrieval of Data in Cloud: <https://www.taylorfrancis.com/books/edit/10.1201/9781315155579/nosql-ganesh-chandra-de>