FINAL PROJECT REPORT

ON

ONLINE COMPLAINT MANAGEMENT SYSTEM

Submitted in partial fulfillment of the requirements for the award of the degree of

BACHELOR IN COMPUTER APPLICATION

PG DEPARTMENT OF COMPUTER SCIENCE & APPLICATIONS

SESSION (2018-2021)

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ACKNOWLEDGEMENT

This beatitude, bliss that accompanies the successful completion of any task would not have completed with expression virtue to the people who made it possible. So, with the reverence honour we acknowledge all those guideposts who really acted as the lighting pillars to enlighten our way throughout this project that has led to the completion of the project. We would like to thank our project guide who helped us a lot by giving valuable suggestions during my project. They not only infused in us the best skill and guidance in the field but also invoked in us a spirit to undertake the project in her prospective and to complete it successfully. The pleasant and fruitful discussions, which had given us in valuable training, will help us in our future career also. We indebted to all other staff members of the department of computer science for lending hand whenever the need arise. We offer appreciation to our parents and friends for their willing co-operation, encouragement, moral and financial support. We really feel honored to complete this project.

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DECLARATION

We, the undersigned Manvi and Bharti student of Bachelor in Computer Applications Semester-VI hereby declare that the project work presented in this report is our own work.

This work has not been previously submitted to any other University/College for any examination.

Signature of Student

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CONTENTS

INTRODUCTION

- ***COMPLAINT REGISTRATION AND MANAGEMENT SYSTEM: AN OVERVIEW-:***

A complaint system is a set of procedures used in organization to address complaints and resolve disputes. The customer has to visit forums and made complaint against a faulty product. The complaint will be discussed in the presence of customer vendor and a team of expert committee along with judge. The final decision making is a time consuming. So the customer has to revisit the forum to get the result. Complaint systems in the US have undergone several innovations especially since about 1970 with the advent of extensive workplace regulation. Notably in many countries, conflict management channels and systems have evolved from a major focus on labor-management relations to a much wider purview that includes unionized workers and also managers, non-union employees, professional staff, students, trainees, vendors, donors, customers, etc. There is also a major need to collect, review and understand the nature of conflict management and complaint systems around the world. Studies and citations are needed about how complaint systems work for women as well as men. Research is needed as to how systems work for many different national groups, for people of different socio-economic classes, and different ages, and different religions, and especially for contract workers and immigrant workers, in every country. Studies (and citations) are needed about complaint systems in health care, in faith-based organizations, in schools, in political organizations, in the military and in many specialized occupations. Studies are needed about important

specialized issues like free speech. A number of Artificial Intelligence technologies are helpful in complaint resolution process, understanding the attitudes of

involved parties and reasoning about them, in particular, based on Belief–desire–intention model. Concept learning is an adequate formalism to reason about complaints.

❖ **Abstract-:** The main purpose of the project is to help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. By this system the public can save his time and eradicate corruption in government offices. It is main purpose is to provide a smart and easy way through web Application for complaint registration and its tracking and eradicating system and thus to prevent corruption. We want to develop an application for complaint management system where public can register complaint for street light, water pipe leakage, rain water drainage, road reconstruction and garbage system. Online road complaints existing manual complaint management system into an automate system. All the people living in housing schemes societies can used our android application for the registration of their complaints within India. Online Complaint Management System provides an online way of solving the problems faced by the public by saving time and eradicate corruption , and the ability of providing many of the reports on the system , and add to Facilitate the process of submitting a complaint. Keywords: Online , Complaint , Management , Respond , Customer .

❖ **SCOPE OF THE PROJECT-:**

1. To make complaints easier to coordinate, monitor, track and resolve.

2. To provide company with an effective tool to identify and target problem areas. monitor complaints handling performance.

3. To make business improvements.

4. Prompt and specific retrieval of data.Flexibility in the system according to the change environment.

5. Controlling redundancy in storing the same data multiple times.

6. Accuracy, timeliness and comprehensiveness of the system output.

7. Stability and operability by people of average intelligence.

8. Enhancement in the completion of work within the constraints of time.

9. Online Complaint Management System provides an online way of solving the problems faced by the public by saving time and eradicate corruption , and the ability of providing many of the reports on the system , and add to Facilitate the process of submitting a complaint.

10. Provide a complainant with access to an open and responsive complaints handling process.

11. Enhance the ability of the organization to resolve complaints in a consistent, systematic and responsive manner to the satisfaction of the complainant and the organization.

12. Enable an organization to identify trends and attempt to eliminate causes of complaints and improve the organization's operations.

13. Assist an organization to create a customer focused approach to resolving complaints.

14. Provide a basis for continual review and analysis of the complaints handling process and the resolution of complaints.

- ❖ **STUDY OF EXISTING SYSTEM-:** In the existing system the people must go to the office for any kind of help. The users can post their problems but cannot get the details of the problems and some other services. This system doesn't have much popularity and is not user friendly. In general the forums may belong to specific issues like WAP forum, MATH forums, Economic forum, freedom forum, software forum etc. In particular, customer forum deals with customer rights against vendors or the manufactures of the faulty products. In the existing system the citizens must go to the government office for any kind of

help. For complaining about a problem there is a system called Prajavani in which the users can post their problems but cannot get the details of the problems and some other services. This system doesn't have much popularity and is not user friendly.

DISADVANTAGES OF EXISTING SYSTEM-:

The customer has to visit forums and made complaint against a faulty product. The   complaint will be discussed in the presence of customer, vendor and a term of expert   committee along with judge. The final decision making is a time consuming so the customer   has to revisit the forum to get the result.

The following are the drawbacks present in the existing system-:

o No registration facility is provided and can post the problems directly.

o Have to install suitable fonts and software available in the website for using the system.

o Can't get the information regarding funds allotted to the problem and other basic information.

o Fake problems can be entered and there is no possibility to verify before solving the problem.

o A citizen can't give a suggestion for solving the problem in a better way.

❖ OBJECTIVES:

- Fast and Dynamic Data.
- Easy to operate.
- Receiving people complaints and provides people complaint status.

- Higher speed of receiving complaints.
- Problems will be solved in short period of time.
- Distribution of Related complaints among different Departments.
- Our website will keep the whole information about the complaints.
- The user can get unique id will which help to enter in the website.
- User would be able to check the status of his/her complaint.
- Providing reports of complaint sorted by location, time and other factors.

SYSTEM ANALYSIS

- PROPOSED SYSEM-: The Complaint Management System is one of the most significant and resource intensive project in which proposed system the citizen need not go to the government office for getting his problem solved. He can get his problem solved by posting his problem in this proposed system thus is to encourage and assist public sector and he can suggest a possible solution to the problems posted on the system. He can even get the information of the funds and other details of his place in detail through this system. Our proposed system provides solution to existing system by extending its facilities.
- Our Web Enabled Call Center does all the jobs that are done in conventional system but, here, everything is done in more formal and efficient manner.
- This system is a bunch of benefits from various points of views. As this online applications enables the end users to register the complaint online.
- To make complaints easier to coordinate, monitor, track and resolve.
- To provide company with an effective tool to identify and target problem areas, monitor complaints handling performance.
- To make business improvements.
- Prompt and specific retrieval of data.
- Flexibility in the system according to the changing environment.

- Controlling redundancy in storing the same data multiple times.
- Accuracy, timeliness and comprehensiveness of the system output.
- Stability and operability by people of average intelligence.
- Enhancement in the completion of work within the constraints of time.
- Within specific time constraint and cost-effective way it resolves problems of users.
- This web application friendly so user can easily use this system.
- User can track status of the system and the admin can easily identify the problematic area.

DEFINING THE PROBLEM-:

- Customers do not know the channel for complaint and how to file complaints from customers.
- Customers spend a lot of time on complaint.
- Customers do not have channel for tracking complaint.
- The redundancy of complaints from organizations.
- The details of complaints are not clear and insufficient.
- The organization do not have channel for asking further information about complaint and providing feedback.
- Complaints are not related to the responsible department.
- Non-comprehensive complaints history.
- Inconsistency in customer interaction.
- Lack of prompt updating as to when a complaint issues has been resolved.
- Lack of legitimate precise, concise data about the customer implicit rules and character.

DEVELOPING SOLUTION STRATEGIES

In this section, the researchers give an exposition of the developed model workflow procedure to explore how the system functions. The workflow

complaint handling model serves as a platform designed to secure proper and efficient complaint management.

Confirm Citizen authenticity.

Create the Citizen complaint.

Classify the complaint according to its priority.

Search in the knowledge base for an identical situation to get an immediate solution.

Assign a complaint to the concerned employees who will pinpoint the guidelines   on how to track down and settle the complaint cases.

1) System Architecture-: To make the model equipped for handling complaint, the researchers have divided the proposed model into 3-tiers.

TIERS	DESCRIPTION
STORAGE-TIER	It includes information pertaining to those who use the system, their profiles, Citizens information available resources in addition to social association profiles.
BUSINESS - TIER	It is composed of the system key part that includes complaint handling and feedback components.
PRESENTATION-TIER	It comprises web-based user interface.

2) Implementation Design :- Having exposed the proposed model architecture, the following procedure is the implementation design of the system. In this phase, the researchers have attempted to design an appropriate web application for Citizens Complaints purpose in terms of service complaints. Therefore, this phase starts with using the case diagram and continues with sequence diagram then ends with a class diagram.

ACTORS	DESCRIPTION ADMIN
ADMIN	Create system users, manage their privileges, manage lookups in SYSDB and manage site survey

CITIZEN	Make Complaints against the provided services.
AGENT	Register the Complaint in the web-based and after that, update complaint in accordance with solving procedure
STAFF	Handle the Complaints causes and actions in the system and offer answers.
SUPERVISOR	Examines the provided promoting services reports that can help in decision making.
CIVIL REGISTRY	Includes all of the citizens' SSN, Name... etc.
SOCIAL SOLIDARITY	Holds Citizens' details that are worthy of service.
STAFF DATA	Staff Data Comprises the details of all social Solidarity employees who could be tasked with complaint handling.

- **Complaint Classification Service**-:
  SCMS was developed to increase the efficacy of the complaint management process, therefore, SCMS is able to automatically classify

the complaint and directly send to the responsible department to resolve the problem.

A Citizen login to the web and writes in his/ her complaint or communicates with the Agent and report the issue. - The Agent enrolls the complaint case through opening the complaint system and recording the complaint data. - The concerned Staff handle the complaints and send them to the responsible employees. - Complaints are tackled in different departments based on management regulations and guidelines. Then, complaint actions and causes are investigated to attain results in light of which suitable solutions for the complainer's problem could be reached. In case the complainer accepts the proposed solutions, the complaint form is closed. If not, then in charge of department updates, the operation starts over once more with the same complaint. - The top managing staff can take out KPIs (Key Performance Indicators) reports and investigate them for upgrading the provided services and handling methods, to help in decision making in view of the analysis made by the staffs of the service department.

FLOW DAIGRAMS

```
                              ┌──────────────┐
◄─────────────────────────────│  GET ID &    │
                              │    NAME      │
                              └──────┬───────┘
                                     │
                              ┌──────▼───────┐
                              │   CREATE     │
                              │  COMPLAINT   │
                              └──────┬───────┘
                                     │
                              ┌──────▼───────┐
                              │  CLASSIFY    │
                              │  COMPLAINT   │
                              │ (GIVE        │
                              │  PRIORITY)   │
                              └──────┬───────┘
                                     │
                              ┌──────▼───────┐
                              │  SEARCH FOR  │
                              │  SOLUTION    │
                              └──────┬───────┘
                                     │
```

End

Solve compt/close complaint

SOLUTION FOUND?   N →   Assign to Dept

Complaint solved?   ←   **Follow up**   ← y   **Staff avail?**

N

Hold on complaint

Check Staff DB

N

User login process

```
 ┌──────────┐        ╭──────────────╮        ┌──────────────┐
 │   USER   │ ─────► │ REGISTRATION │ ─────► │ REGISTRATION │
 └──────────┘        ╰──────────────╯        └──────────────┘
      │                      │
      │                      ▼
      │              ╭──────────────╮        ┌──────────────┐
      └────────────► │    LOGIN     │ ─────► │    LOGIN      │
                     ╰──────────────╯ ◄───── └──────────────┘
                            │
                            ▼
                     ╭──────────────╮        ┌──────────────┐
                     │  COMPLAINT   │ ─────► │  COMPLAINTS  │
                     │ REGISTRATION │        └──────────────┘
                     ╰──────────────╯
```
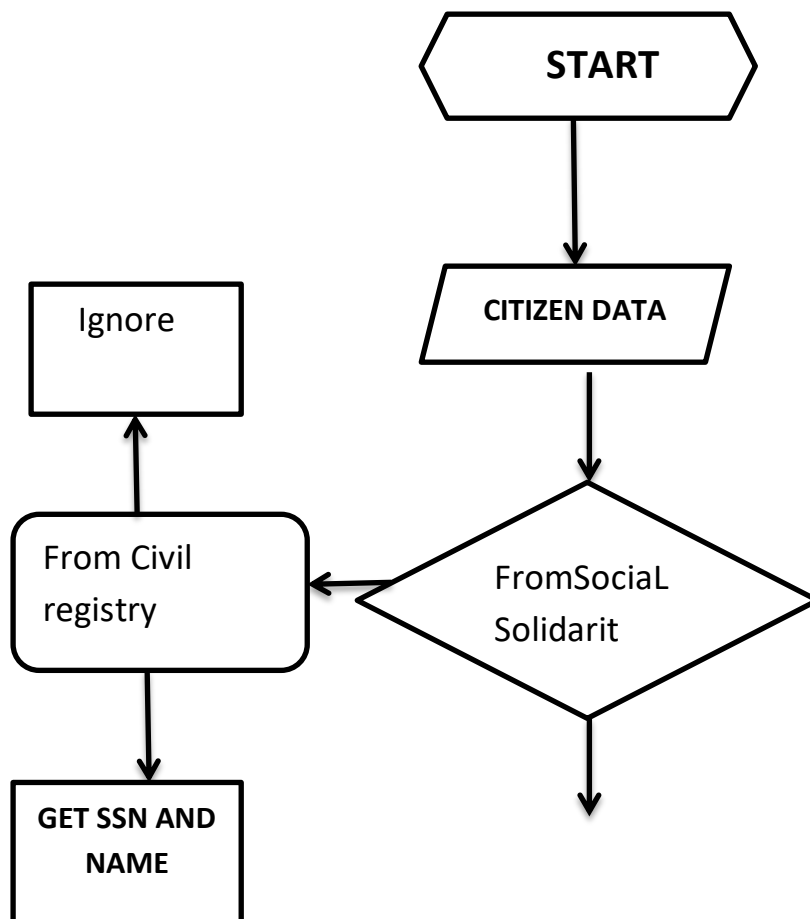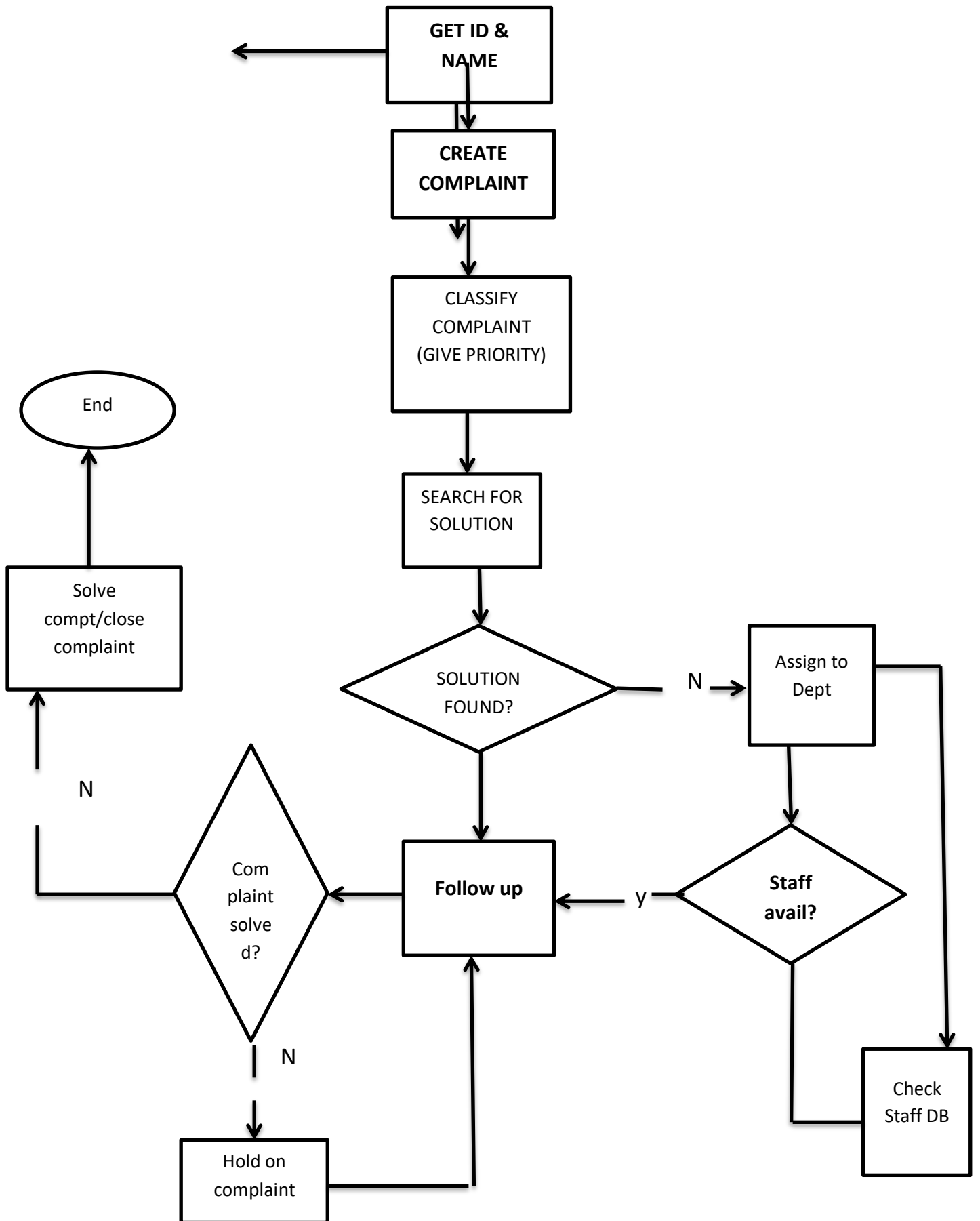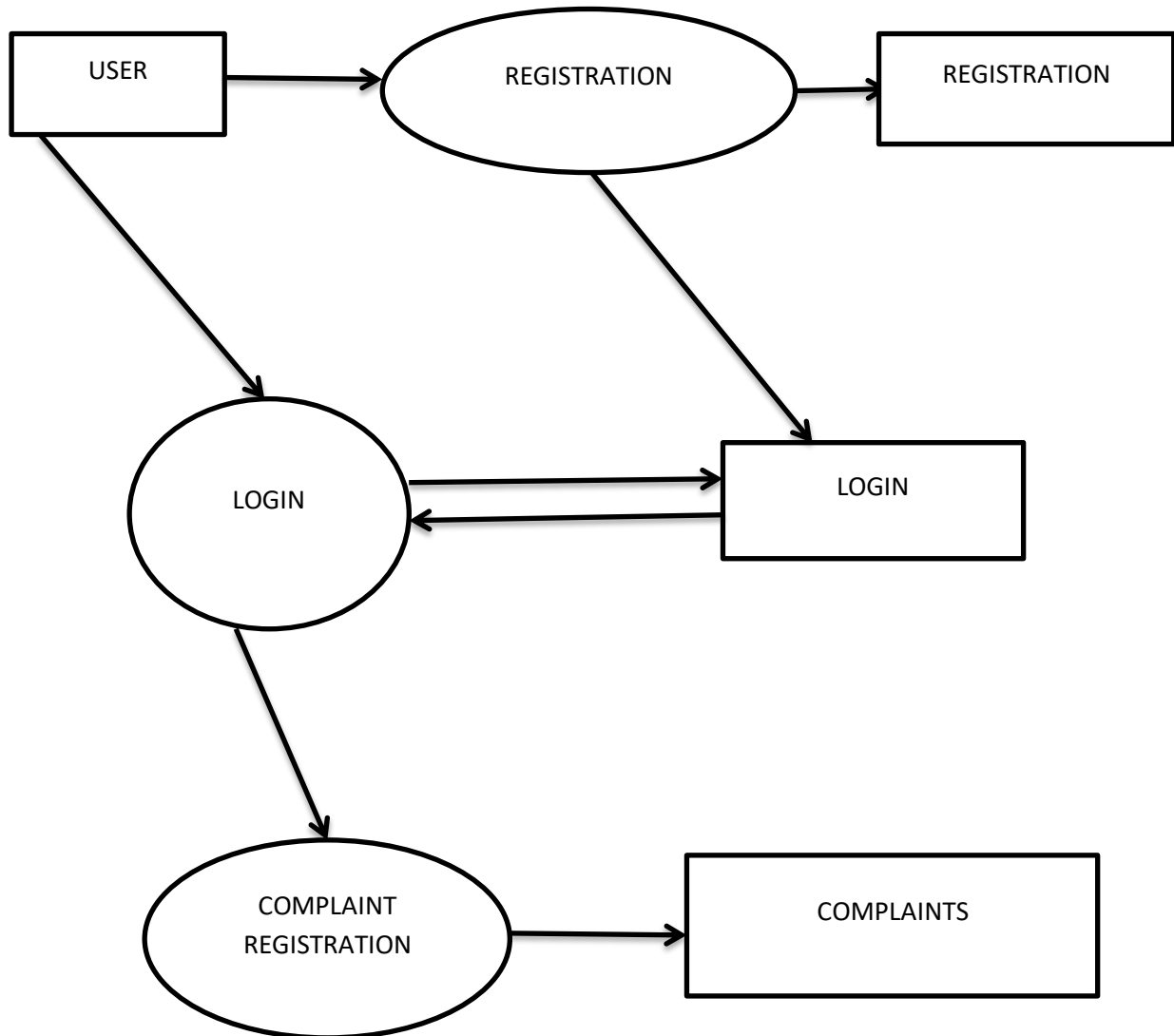
ADMIN LOGIN PROCESS
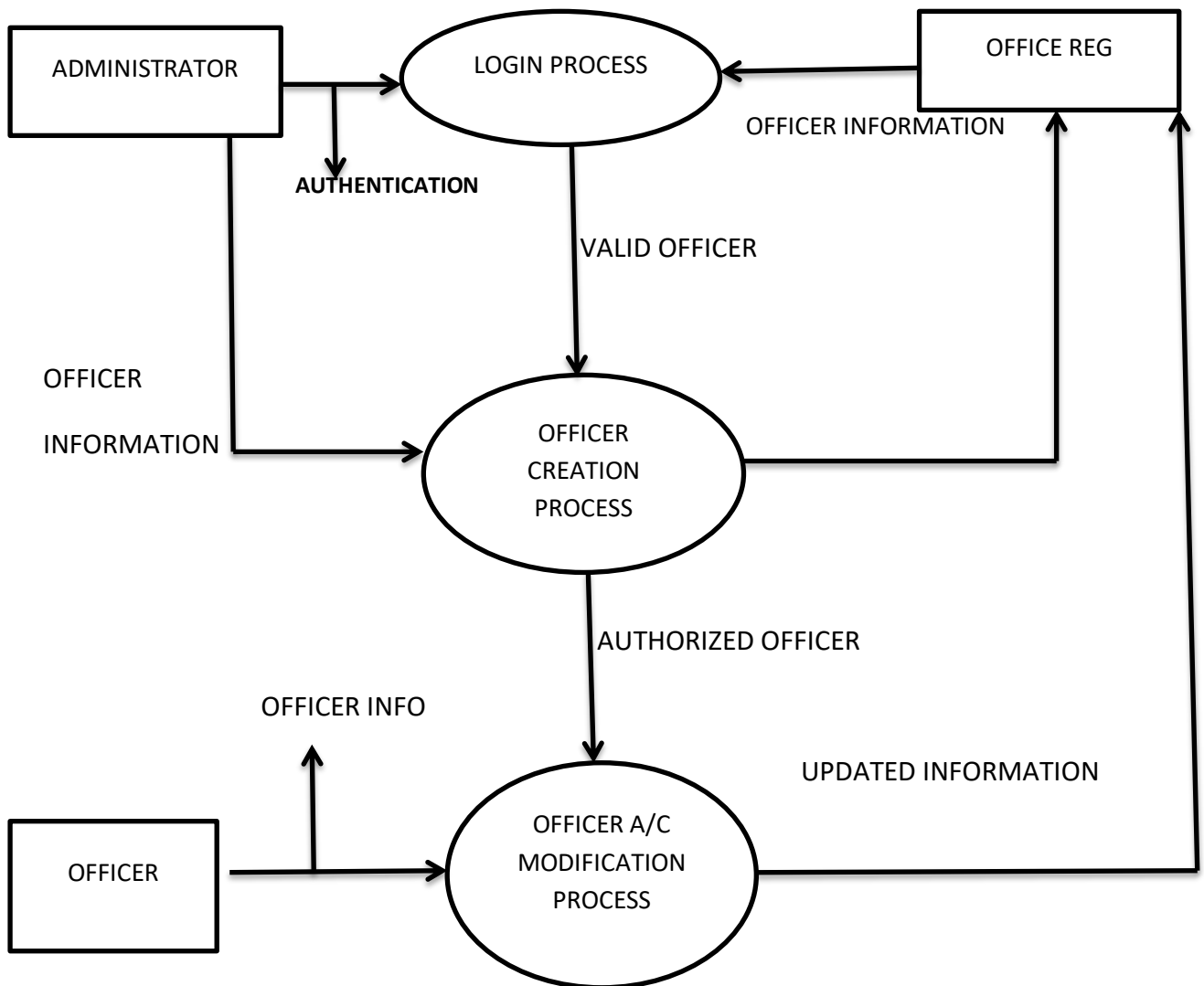
SYSTEM SPECIFICATION

SOFTWARE SPECIFICATION

Software Requirement Specification (SRS) is the starting point of the software developing activity. As system grew more complex it became evident that the goal of the entire system cannot be easily comprehended. Hence the need for the requirement phase arose. The software is initiated by the client needs .The SRS is the means of translating the ideas of the minds of the clients (the i/p) into a formal document (the o/p of the requirement phase). The SRS phase consists of two basic activities:

Problem or requirement Analysis-:

The process is order and more nebulous of the two, deals with understand the problem, the goal and constraints.

Requirement Specification

Here, the focus is on specifying what has been found giving analysis such as representation, specification languages and tools, and checking the specifications are addressed during this activity. The requirement phase terminates with the production of the validate SRS document. Producing the SRS document is the basic goal of this phase. The Software Requirements Specification (SRS) begins the translation process that converts the software requirements into the language the developers will use. The SRS draws on the use-cases from the User Requirement Document (URD) and analyzes the situations from a number of perspectives to discover and eliminate inconsistencies, ambiguities, and omissions before development progresses significantly under mistaken assumptions.

Role of SRS:

The Purpose of the software requirement specification is to reduce the communication gap between the clients and developers. Software requirement specification is the medium, through which the client and user needs are accurately specified. It forms the basis of software development. A good SRS should satisfy all the parties involved in the system.

Non-functional Requirements: Performance-:

1. Response time of the Online Complaint Management System should be less than 2 second most of the time. Response time refers to the waiting time while the system accesses, queries and retrieves the information from the databases (DB-user, DB schedule

etc) (A local copy of flight schedule database is maintained as DB schedule to reduce this access time).

2. Execution qualities like security and quality that unit evident at the runtime.

3. Evolution qualities like liabilities, maintainability, flexibility and quantitative that unit embodied among the static structure of the code.

Functional Requirements: Performance

1. The functional requirements are those requirements which are necessary to the eye of the user and the client.
 2. User required to fill the details with necessary validated inputs and registered to the system and using credentials doing the login tasks. The user can specify the problem of his with the system determining the severity of the problem and when he gets the problem successfully.
3. The complaint goes to staff interface, and he reads that and takes necessary action.
4. The team takes action by sending notice to the responsible staff and saying him to resolve the problem or take appropriate action.
5. As problem get resolved, he sends notice to the users such that the problem can be solved or not and the reason of the problem was the given and what necessary action needed to take care.

- HTML
- CSS
- BOOTSTRAP
- PHP
- JAVASCRIPT
- MYSQL

HARDWARE SPECIFICATION

Hardware Specification

Minimum Hardware Requirement

Hardware requirement include that hardware which is required for its working. it include:

- CPU->Intel Pentium Dual Core E5500

- RAM 1GB

- HDD: 40GB

Recommended

• RAM 8GB

 • Core i5 8500 or ryzen5 2600

• HDD: 500GB

SOFTWARE DESIGN

DATABASE DESIGN -: CATEGORY

- ***ADMIN TABLE***

- ***COMPLAINTREMARK TABLE***

- ***COMPLAINT_ASSIGN***

- *ENGINEERLOG TABLE*

- *ENGINEERS TABLE*

- ## *AREA TABLE*

- ## *SUBCATEGORY TABLE*

• *TAB_ENGINEER*

• *TBLCOMPLAINTS*

- ## *USERLOG TABLE*

- ## *USERS TABLE*

INTERFACE DESIGN

USER REGISTRATION-:

User registration systems are screens, forms, or profile pages that request information from a user to create a web-based account or profile. A user registration system generally asks a user to create a username and password, and possibly answer other security questions as well. In this module, user can register their name, email, password, contact number for complaint register.

User Login-:

A login is a set of credentials used to authenticate a user. Most often, these consist of a username and password. ... Logins are used by websites, computer applications, and mobile apps. They are a security measure designed to prevent unauthorized access to confidential data.
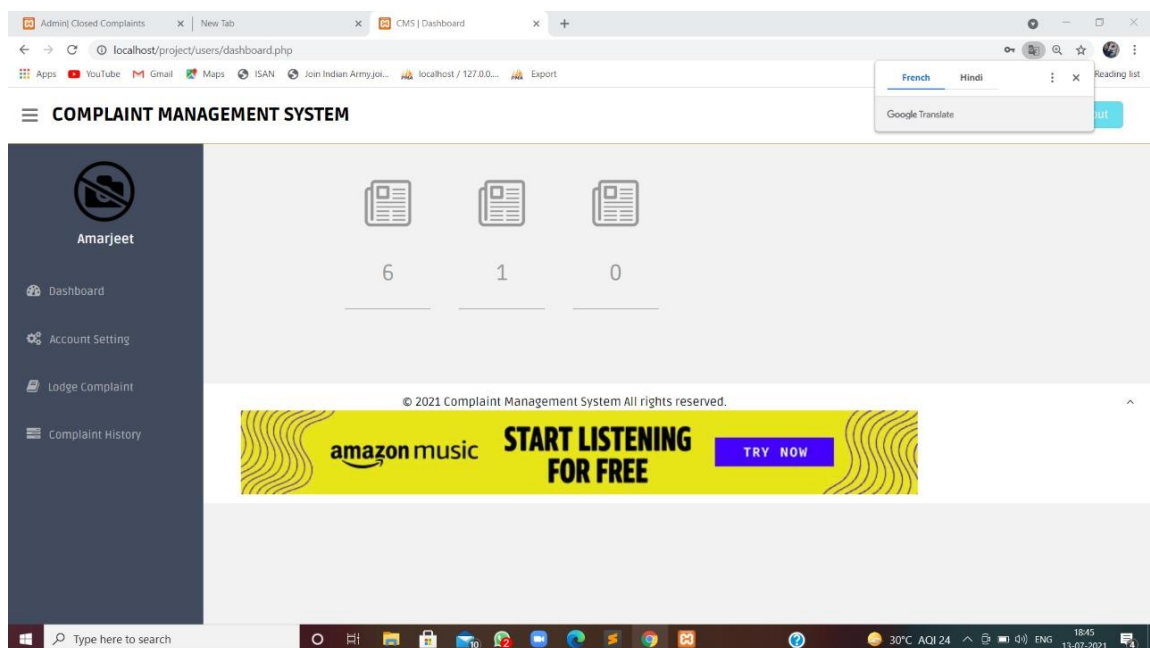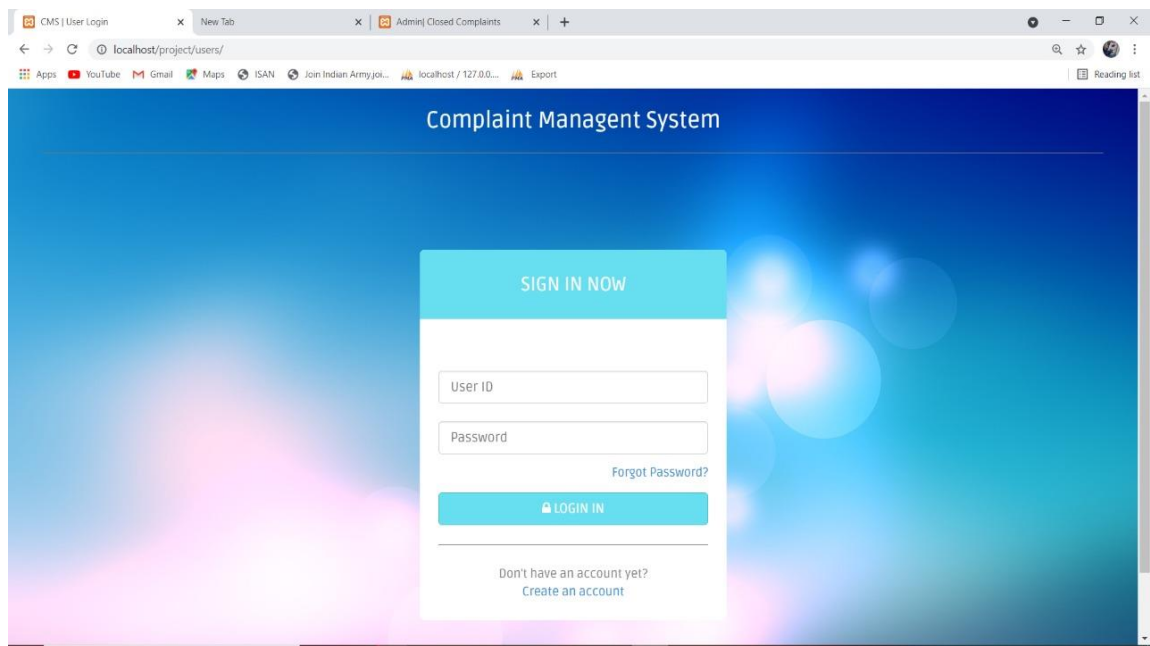
User Profile-:

A user profile is a collection of settings and information associated with a user. ... User profiles are most commonly present on social media websites such as Facebook, Instagram, and LinkedIn; and serve as voluntary digital identity of an individual, highlighting their key features and traits.

User Change Password-:

In case, user has forgot their password so, he/she can forgot their password and if they want to change their old password with new he/she can change their password.

Complaint Register-:

In this module, user can register their complaints.

Complaint History-:

Complaint history considers the number of complaint records which is register by user. It also refers the pending , closed and confirm complaint records.

Admin Login-:

A login is a set of credentials used to authenticate a user. Most often, these consist of a username and password. However, a login may include other information, such as a PIN number, passcode, or passphrase. Some logins require a biometric identifier, such as a fingerprint or retina scan.

Manage Complaints (Admin)-:

User Manage (Admin)-:

Add Category (Admin)-:

Add Sub-Category (Admin)-:

Add AREA (Admin)-:

User Login Log-:

REPORTS GENERATED

Complaint Reports Details-:

> Complaint Details

Complaint Number :	24	Reg. Date :	2019-08-06 08:18:57
Category :	E-commerce	Sub Category :	Online Shopping
Complaint Type :	General Query	State :	Haryana
Nature of Complaint :	fdgd	File :	File NA
Complaint Details	fgdfgdgd		
Final Status :	Not Process yet		

USER VIEW DETAILS:-

Amandeep Singh's profile

Reg Date:	2017-03-28 17:14:52
User Email:	aman@gmail.com
User Contact no:	9874563210
Address:	Shakarpur
State:	Uttar Pradesh
Country:	India
Pincode:	110092
Last Updation:	2019-08-06 08:27:08
Status:	Active

Close this window

Not Process Yet Complaint Details-:

Compaint Management System | Admin   Admin ▼

| Manage Complaint ⌄ |
| Manage users |
| Add Category |
| Add Sub-Category |
| Add State |
| User Login Log |
| Logout |

Complaint Details

Complaint Number	6	Complainant Name	Amandeep Singh	Reg Date	2017-03-30 22:50:16
Category	E-commerce	SubCategory	E-wllaet	Complaint Type	Complaint
State	Punjab	Nature of Complaint	bgfhfgh		
Complaint Details	hfghfgh				
File(if any)	File NA				
Final Status	Not Process Yet				
Action	Take Action View User Detials				

Pending Complaint Details-:

Compaint Management System | Admin   Admin ▼

| Manage Complaint ⌄ |
| Manage users |
| Add Category |
| Add Sub-Category |
| Add State |
| User Login Log |
| Logout |

Closed Complaints

Show 10 ⌄ entries   Search:

Complaint No	complainant Name	Reg Date	Status	Action
3	Amandeep Singh	2017-03-30 22:37:51	In Process	View Details
5	Amandeep Singh	2017-03-30 22:44:55	In Process	View Details
9	Amandeep Singh	2017-03-30 22:55:09	In Process	View Details

Showing 1 to 3 of 3 entries   ‹ ›

Closed Complaint Details-:

TESTING

TECHNIQUES USED IN TESTING (CRITERIA FOR TEST CASES)

1. Testing :- *Testing is a vital to success of project. Project testing makes a logical assumption that if all the parts of the project are*

correct, the goal will be successfully achieved .Inadequate testing or nontesting leads to errors that may not appear until months later.

A small system error can conceivably explode into a much larger problem. Effective testing early in the process translates directly into long term cost savings from a reduced number of errors. Another reason for project testing is its utility as a user –oriented vehicle before implementation .The best program is worthless if it does not meet user needs. Unfortunately, the user's demands are often compromised by efforts to facilitate program or design efficiency in terms or memory utilization.

1.1 Functional Testing

In functional testing, the internal logic of the system under testing is not considered and the test cases are decided from the specification or the requirements. It is often called "Black Box Testing"

1.2 Structural Testing

In structural testing, the test cases are decided entirely on the internal logic of the program or module being tested. The basic steps of testing have been picked from software engineering practices. The following are the steps, we undertook:

1.The content of the Intranet site is reviewed to uncover Content errors. Content Errors covers the typographical errors, grammatical errors, errors in content consistency, graphical representation and cross referencing errors

2.The design model of the web application is reviewed to uncover the navigation errors. Use cases, derived as a part of the analysis activity allows a web designer to exercise each usage scenario against the architectural and navigational design. In essence these non-executable tests help to uncover the errors in navigation.

3.When web applications are considered the concept of unit changes. Each web page encapsulates content navigation links, content and processing elements (Forms, Scripts in our case). It is not always possible to test each of these individually. Thus is the base of the web applications the unit to be considered is the web page. Unlike the testing of the algorithmic details of a module the data that flows across the module interface, page level testing for web applications is driven by content, processing and links encapsulating the web page.

4.The Assembled web application is tested for overall functionality and content delivery. The various user cases are used that test the system for errors and mistakes.

5.The Web application is tested for a variety of environmental settings and is tested for various configurations and upon various platforms.

TESTING OBJECTIVES:

The main objective of testing is to uncover a host of errors, systematically and with minimum effort and time. Stating formally, we can say,

1. Testing is a process of executing a program with the intent of finding an error.

2. A successful test is one that uncovers an as yet undiscovered error.

3.A good test case is one that has a high probability of finding error, if it exists.

4. The tests are inadequate to detect possibly present errors.

1.1 Levels of Testing

In order to uncover the errors present in different phases, we have the concept of levels of testing. The basic levels of testing are:

Client Needs ⟷ Acceptance Testing

Requirements ⟷ system testing

Design ⟷ Integration Testing

Code ⟷ Unit Testing
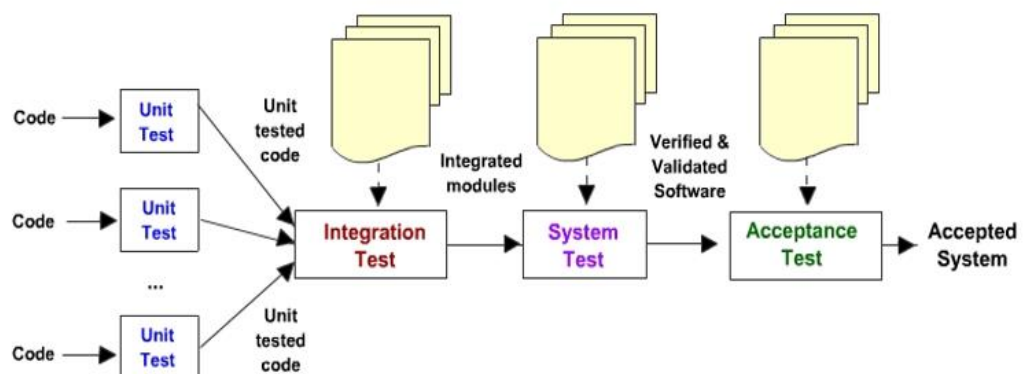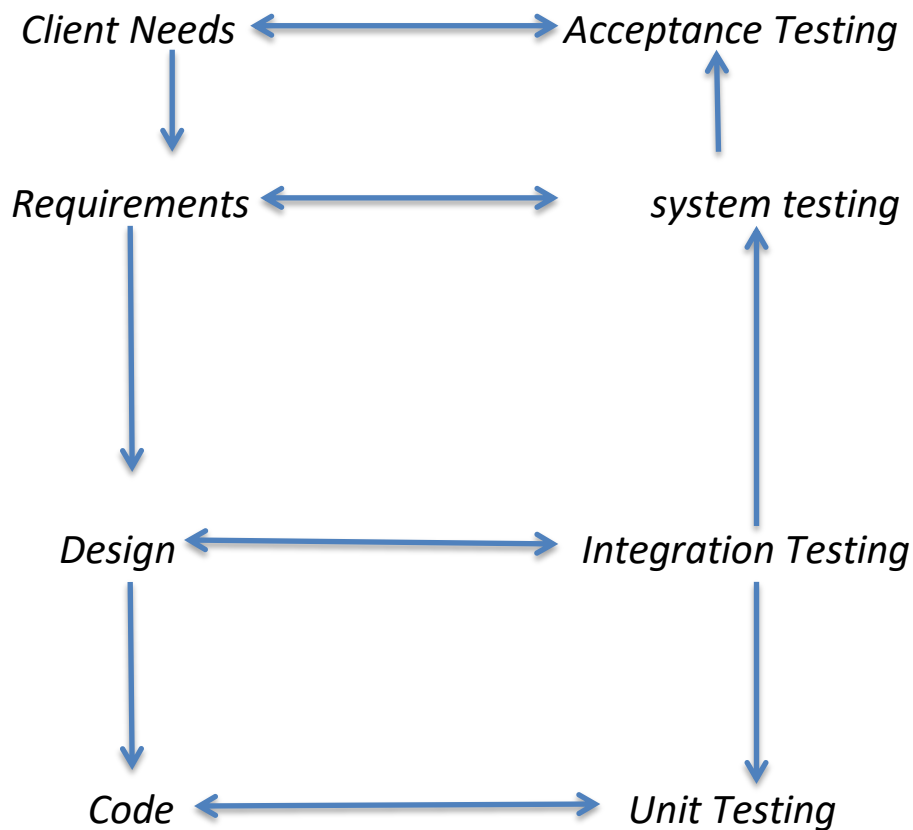
IMPLEMENTATION-:

Various implementation issues of the project are as follows

1. We have to buy the web space.

2. Server where the site will be hosted is needed. Implementation is the stage in the project where the theoretical design is turned into the working system and is giving confidence to the new system for the users i.e. will work efficiently and effectively. It involves careful planning, investigation of the current system and its constraints on implementation, design of method to achieve the change over, an evaluation, of change over methods. A part from planning major task of preparing the implementation is education of users.

The more complex system is implemented, the more involved will be the system analysis and design effort required just for implementation. An implementation coordinating committee based on policies of individual organization has been appointed. The implementation process begins with preparing a plan for the implementation for the system. According to this plan, the activities are to be carried out, discussions may regarding the equipment has to be acquired to implement the new system.

Implementation is the final and important phase. The most critical stage is in achieving a successful new system and in giving the users confidence that the new system will work and be effective. The system can be implemented only after thorough testing is done and if it found to working according to the specification. This method also offers the greatest security since the old system can take over if the errors are found or inability to handle certain types of transaction while using the new system.

The major elements of implementation plan are test plan, training plan, equipment installation plan, and a conversion plan.

Implementation is a process, which is used for converting a new system into an operational one. Implementation of software is to replace a manual system; the problems encountered are training user, creating accurate files etc.

System implementation is the stage when the user has thoroughly tested the system and approves all the features provided by the system. The various tests are performed and the system is approved only after all the requirements are met and the user is satisfied.

The new system may be totally new; replacing an existing manual or automated system, or it may a major modification to an existing system. In the either case, proper implementation is essential to provide a reliable system to meet organization requirements. Successful implementation may not guarantee improvement in the organization using the new system (that is a design question), but improper will prevent it. Implementation is the process of having systems personal check out and put new equipment to use, train users, install the new application and construct any files of data needed to use it. This phase is less creative than system design. Depending on the size of the organization that will be involve in using the application and the risk involved in its use, system developer may choose to test the operation in only one area of the firm with only one or two persons. Sometimes, they will

run both old and new system in parallel way to compare the results. In steel other situations, system developers stop using the old systems one day and start using the new one the next. The

implementation of the web based or LAN base network project has some extra steps at the time of implementation. We need to configure the system according the requirement of the software.

1.1Conversion Plan

Processing of changing the old system into a new one, there are various methods of handling system conversion. However, the pros and cons of each method should be evaluated before deciding on the final approach. This precaution is very necessary because success or failure of entire project depends on it. The methods of conversion are: -

- *DIRECT CONVERSION.*
- *PARALLEL CONVERSION.*
- *PHASED CONVERSION.*
- *PILOT CONVERSION.*

Direct Conversion

All users stop using the old system at the same time, then being using the new system. This option is fast but disruptive.

Parallel Conversion

Users continue to use old system while an increasing amount of data is proceeds through the new system. The outputs from the two systems are compared: if they agree then the switch is made which is used to further testing of the new system.

Phased Conversion

Users start using the new system component by component. This option work only systems, which can be compartmentalized.

Pilot Conversion

Personal single site uses the new system, and then the entire organization makes the switch. Although this approach takes the more time than the other type of conversions, it gives
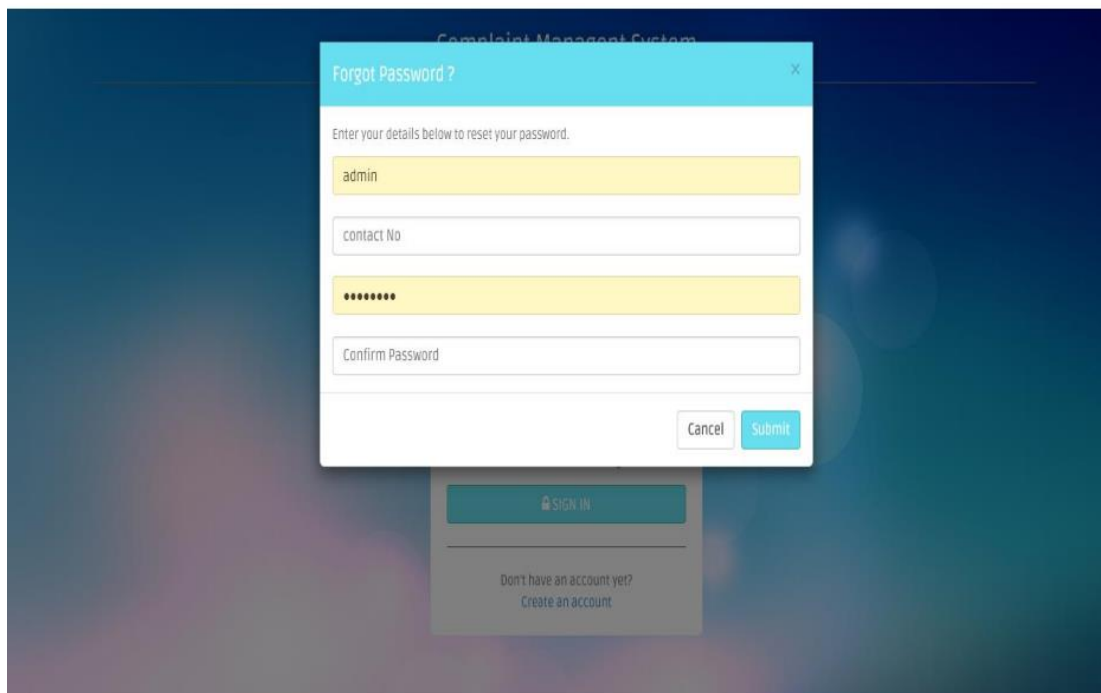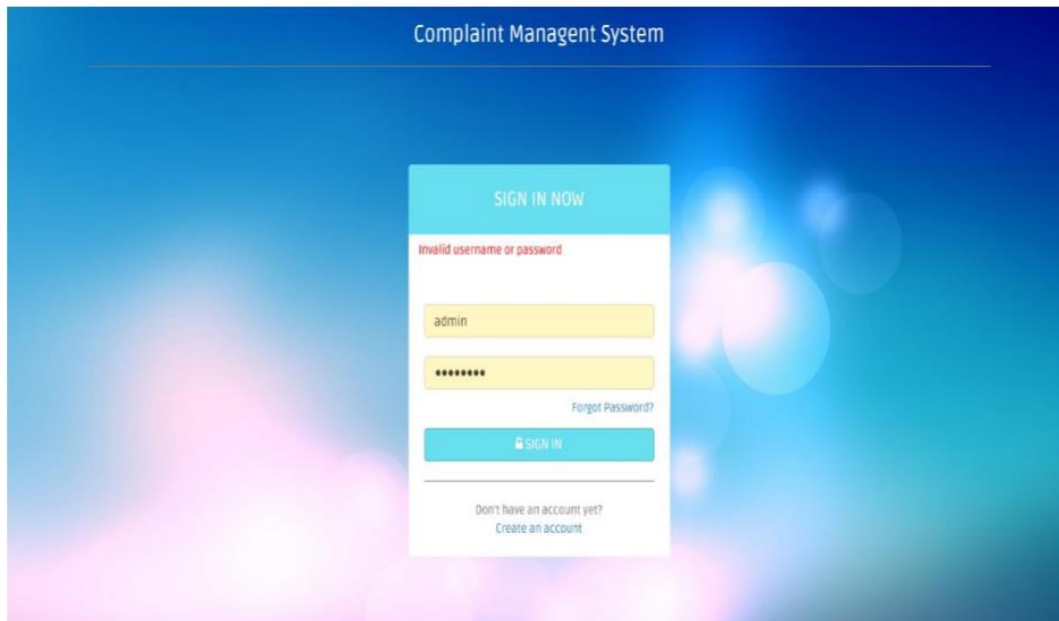
Sign In

Invalid username or password

admin

••••••••

Login

Complaint Managent System

USER REGISTRATION

muskan bhatt

muskan

Email available for Registration .

••••••••

9987452345

👤 Register

Already Registered
Sign in

CONCLUSION

No program or system design is perfect Communication between the user and designer is not always complete or clear and time is usually short. This results in error. The number and nature of errors in a new design depend on several factors.

1. Communication between the user and the designer.

2. The programmer's ability to generate code that reflects exactly the system specification.

3. The time frame for the design.

This web application was successfully created and stored all the complaints assigned by user solving, managing and complaint details into the database using this application. The application was tested very well and the errors were properly debugged. Testing also concluded that the performance of the system is satisfactory. All the necessary output is generated. This system thus provides an easy way to automate all the functionalities of consumption. If this application is implemented in few consumption, it will be helpful. Further enhancements can be made to the project, so that the website functions in a very attractive and useful manner than the present one. The application is tested very well and errors are properly debugged.

The SCMS was developed to enhance the current complaint management system by using the mobile application and web application. Therefore, the SCMS is able to provide several channels for filing the complaint, which enables users to send the complaint easier, and also provide the channel for progress reporting by using the mobile application. Moreover, the SCMS is capable of classifying the complaint and directly send to the responsible department,

therefore, the system could reduce the cost of hiring the staff and time of the operation. In addition, the SCMS could decrease the duplicate complaint by suggesting the similar complaint to users. Furthermore, the SCMS allow the staff to manage the complaint through the web application instead of done manually on the paper form. Finally, the system generates the data visualization for the summary of complaint data.

In the system here, which is entitled ONLINE COMPLAINT REGISTRATION AND MANAGEMENT SYSTEM, we have tried our best to cover successfully and accurately all the requirements of the ONLINE COMPLAINT REGISTRATION AND MANAGEMENT SYSTEM.

BIBLIOGRAPHY AND REFERENCES

To bring the system to verge of completion the following books have been referred:

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Some websites referred are:-

- *www.google.com*
- *www.ZingyHomes.com*
- *Html/Css/Javascript from w3school.com*
- *http://www.CodePlanet.com/*
- *http://jquery.com/*