ANNA UNIVERSITY

PROGRESS THROUGH KNOWLEDGE

NAAN MUDHALVAN

MERN STACK POWERED BY MONGODB

PROJECT NAME: ONLINE COMPLAINT REGISTRATION AND MANAGEMENT SYSTEM

TEAM MEMBERS:

DEVNATH R	**– 2021506016**
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Key Features of the Online Complaint Registration and Management System

The system requires all users to create an account to register and track complaints. The sign-up process involves providing essential details such as name, email address, and password. Existing users can log in to their accounts using their credentials.

1. Registration and Login

1.1. Customer/Ordinary User:

Role: Create and manage complaints, interact with agents, and update profile information.

- **Steps:**

  1. Registration and Login: Create an account and log in.
  2. Complaint Submission: Fill out and submit a complaint form with relevant details and attachments.
  3. Status Tracking: View complaint status and receive updates.
  4. Interaction with Agents: Chat with agents for further clarifications.
  5. Profile Management: Update personal details and addresses.

1.2. Agent:

Role: Handle complaints assigned by the admin and communicate with customers.

- **Steps:**

  1. Registration and Login: Create an account and log in.
  2. Complaint Management: View and manage assigned complaints.
  3. Status Update: Change complaint status and notify customers.
  4. Customer Interaction: Respond to customer inquiries and provide resolutions.

1.3. Admin:

Role: Oversee system operations and manage users and complaints.

- **Steps:**
  1. Management and Monitoring: Monitor complaints and ensure compliance.
  2. Complaint Assignment: Assign complaints to agents.
  3. User and Agent Management: Manage accounts and enforce policies.
  4. Continuous Improvement: Enhance platform functionality and address feedback.

2. Pre-Requisites

Technologies and Tools Used:

1. **Node.js and npm:**
   - JavaScript runtime for server-side scripting.
2. **Express.js:**
   - Framework for building APIs and handling server-side logic.
   - Installation: npm install express
3. **MongoDB:**
   - NoSQL database for storing structured and unstructured data.
4. **React.js:**
   - Library for building interactive user interfaces.
5. **HTML, CSS, and JavaScript:**
   - For structuring, styling, and adding client-side interactivity.
6. **Mongoose:**
   - ODM library to connect Node.js with MongoDB.
7. **Git:**
   - For Version Control
8. **IDE/Editor:**
   - Visual Studio Code.

9. **UI Libraries:**
    - Material UI and Bootstrap for better design.

3. Application Setup

Steps to Set Up the Project Locally:

1. **Clone the Repository:**

```
git clone https://github.com/awdhesh-student/complaint-registery.git
```

2. **Install Dependencies:**
3. cd complaint-registery
4. cd frontend
5. npm install
6. cd ../backend

```
npm install
```

7. **Start the Development Server:**

```
npm start
```

   - Access the application at http://localhost:3000.

4. Process Overview

1. **Frontend Development:**
    - Built using React.js to create dynamic user interfaces.
    - Libraries like Material UI and Bootstrap used for design consistency.
2. **Backend Development:**
    - Server-side logic implemented with Node.js and Express.js.
    - MongoDB connected using Mongoose for data handling.
3. **Database:**
    - MongoDB used for storing user profiles, complaints, and admin data.

4. **Version Control:**
    - Git used for code management and collaboration.

5. Key Features

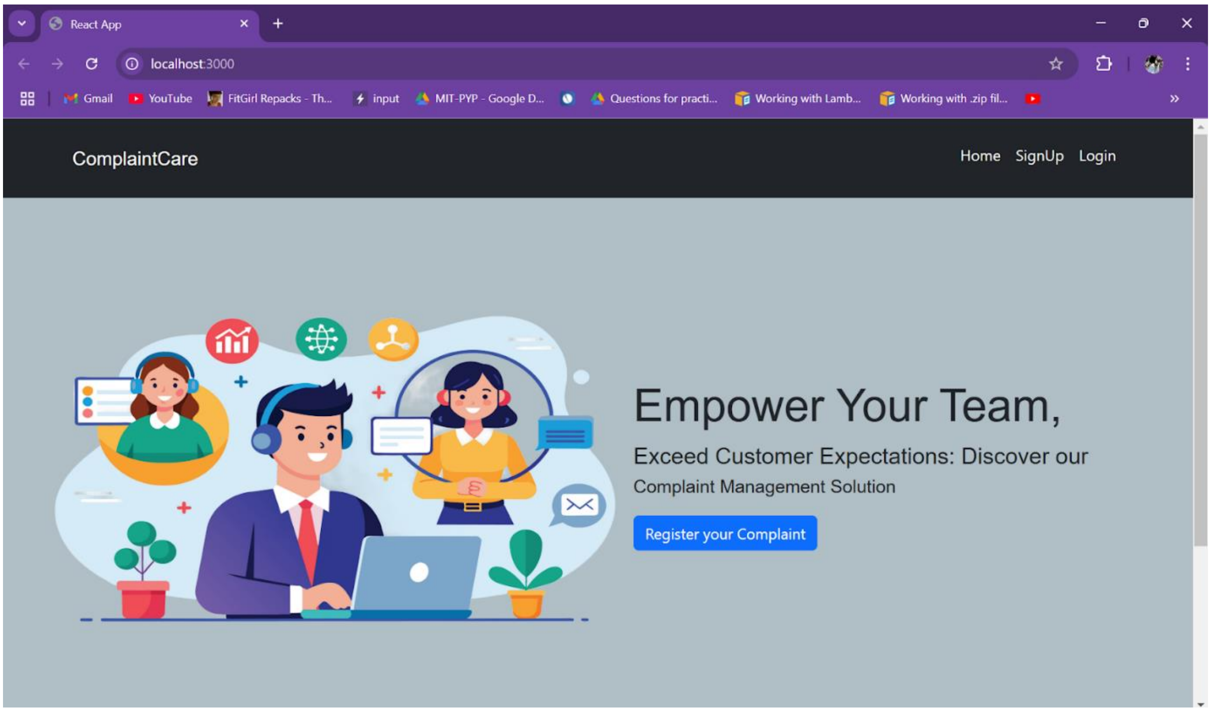
1. **User-Friendly Interface:**
    - Simplified registration and login process.
    - Interactive dashboard for tracking complaints.
2. **Real-Time Updates:**
    - Email notifications for complaint progress.
    - Live status tracking on the dashboard.
3. **Efficient Complaint Handling:**
    - Built-in chat feature for customer-agent communication.
    - Quick status updates and resolutions.
4. **Admin Oversight:**
    - Monitoring of complaints and user accounts.
    - Effective assignment of complaints to agents.

6. Testing and Deployment

- **Testing:**
    - Performed unit testing for backend APIs.
    - UI tested for responsiveness and functionality.
- **Deployment:**
    - Application deployed on a local server for demonstration.
    - Further deployment options include AWS or Heroku.

Implementation:

HOME PAGE

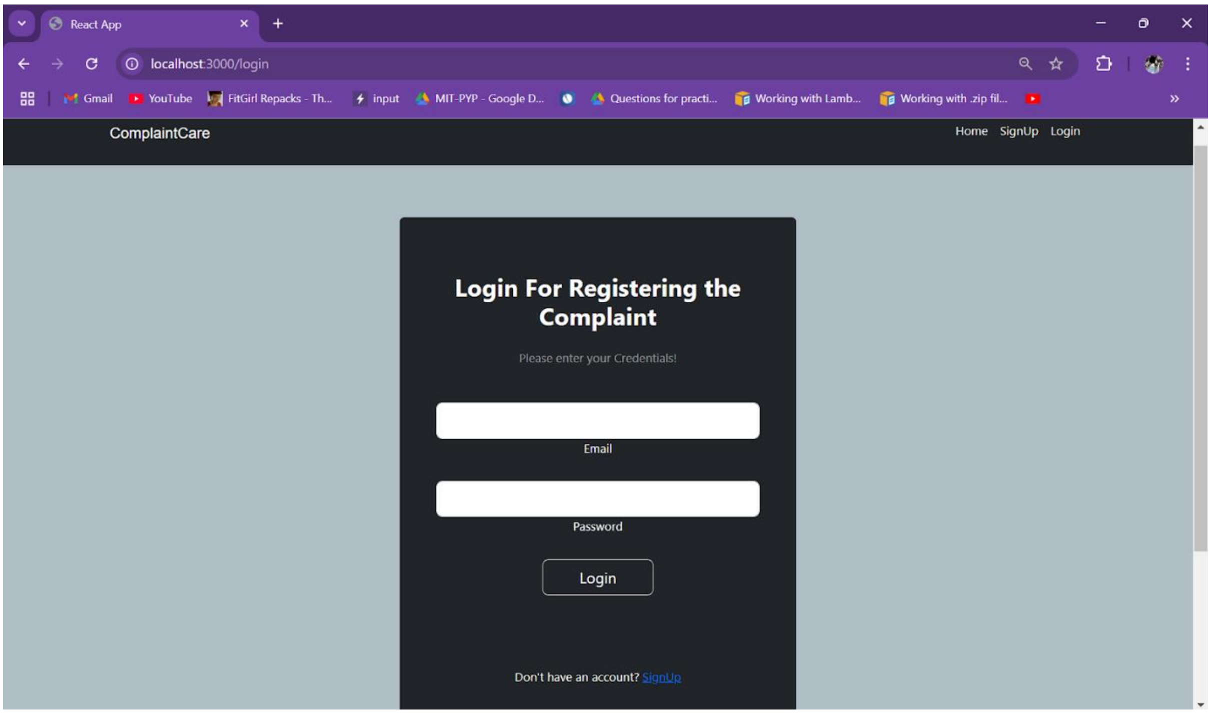


Empower Your Team,

Exceed Customer Expectations: Discover our

Complaint Management Solution

LOGIN PAGE



Login For Registering the Complaint

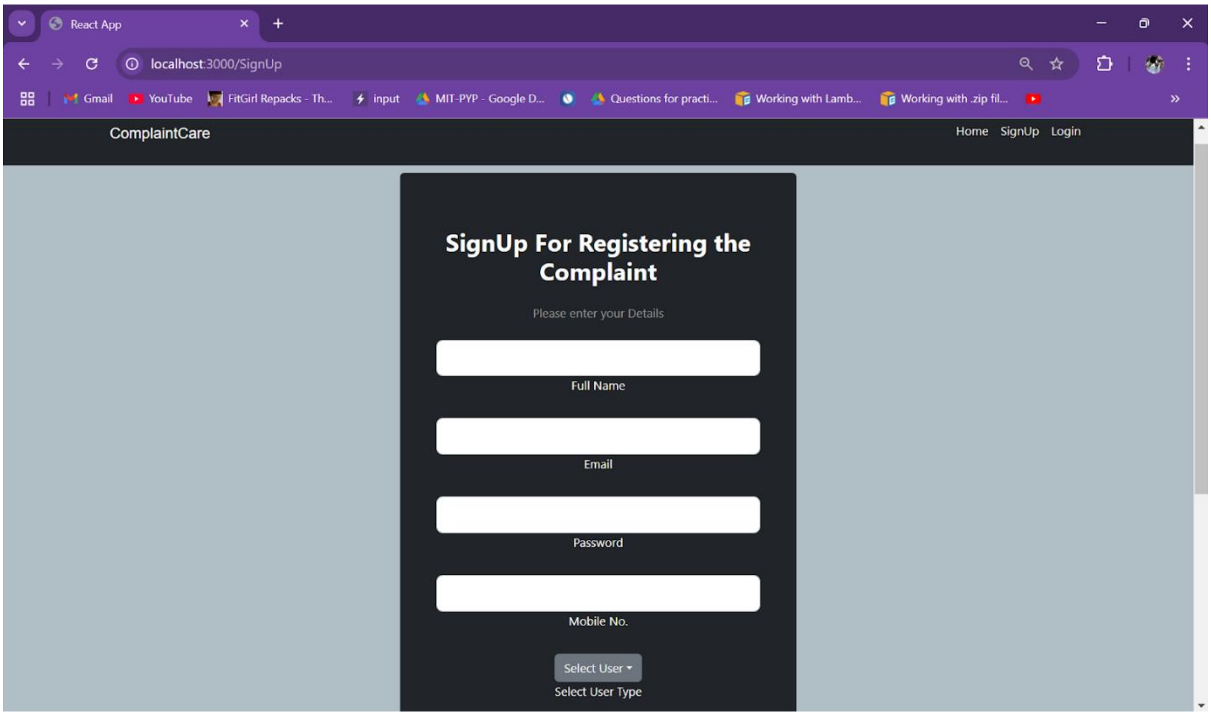
Please enter your Credentials!

Email

Password

Don't have an account? SignUp

SIGNUP PAGE



ComplaintCare

SignUp For Registering the Complaint

Please enter your Details

Full Name

Email

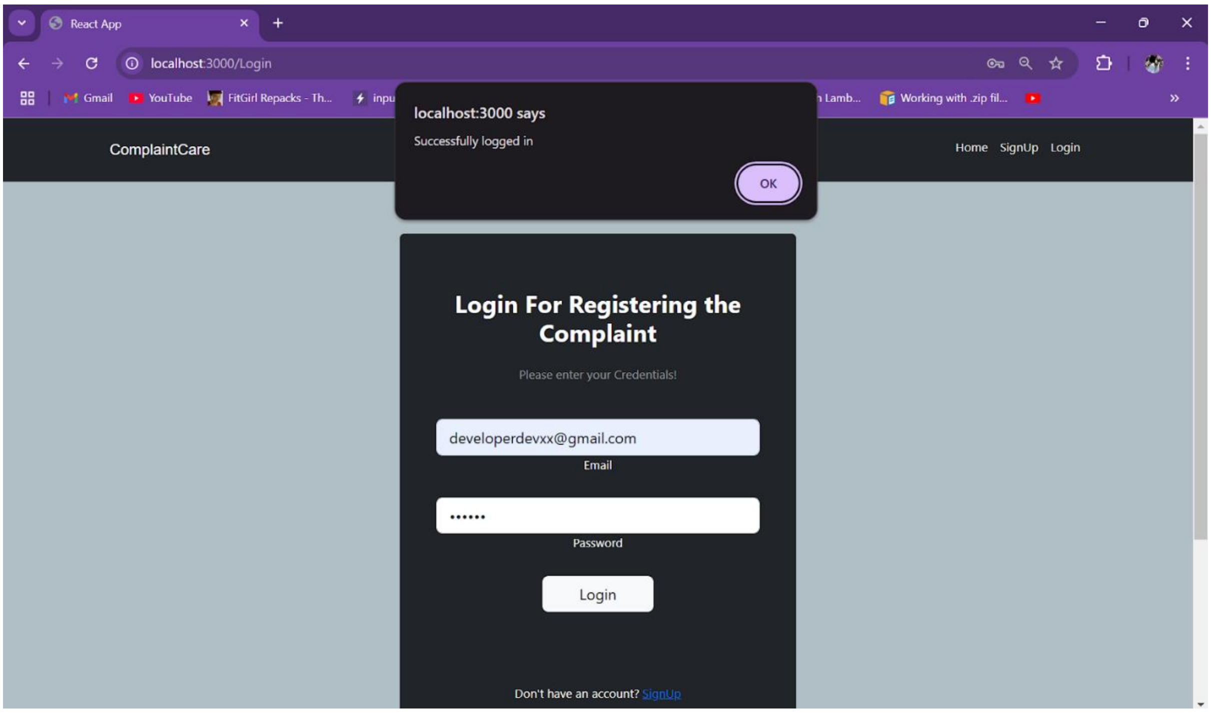
Password

Mobile No.

Select User

Select User Type

ALERT MESSAGE AFTER SUCCESSFUL LOGIN



localhost:3000 says

Successfully logged in

OK

ComplaintCare

Login For Registering the Complaint

Please enter your Credentials!

Email: developerdevxx@gmail.com

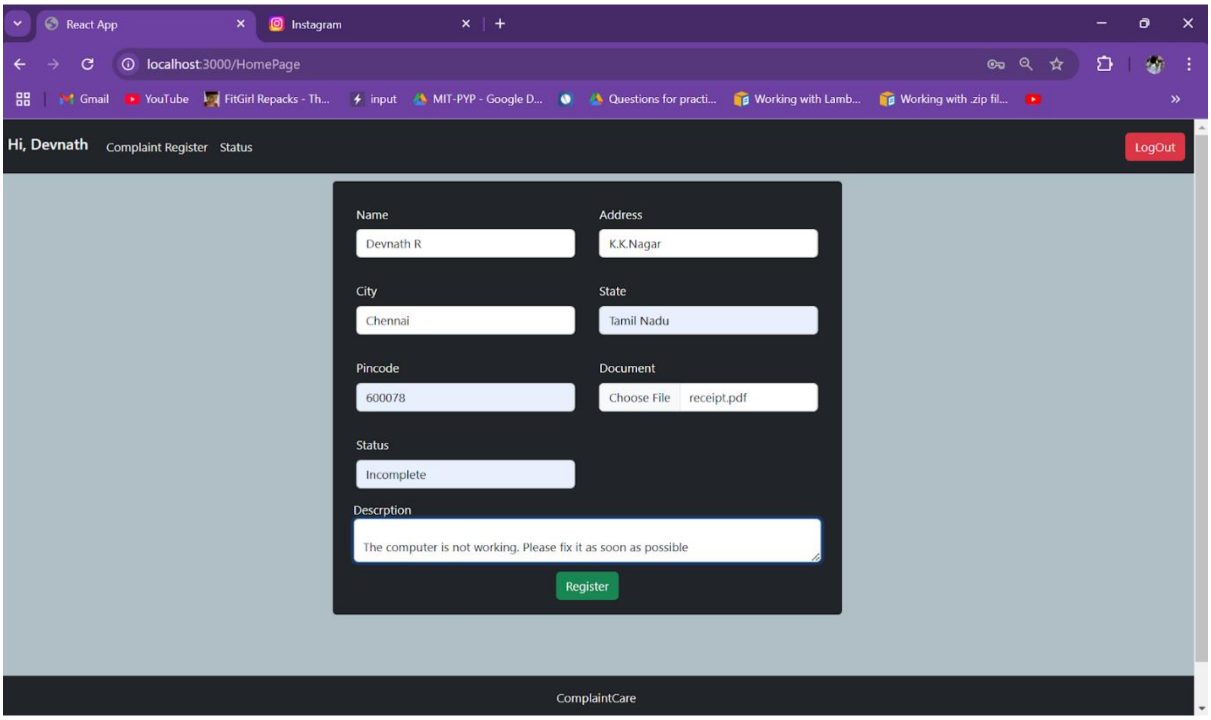
Password: ••••••

Login

Don't have an account? SignUp

CUSTOMER:

COMPLAINT REGISTRATION PAGE



Name: Devnath R

Address: K.K.Nagar

City: Chennai

State: Tamil Nadu

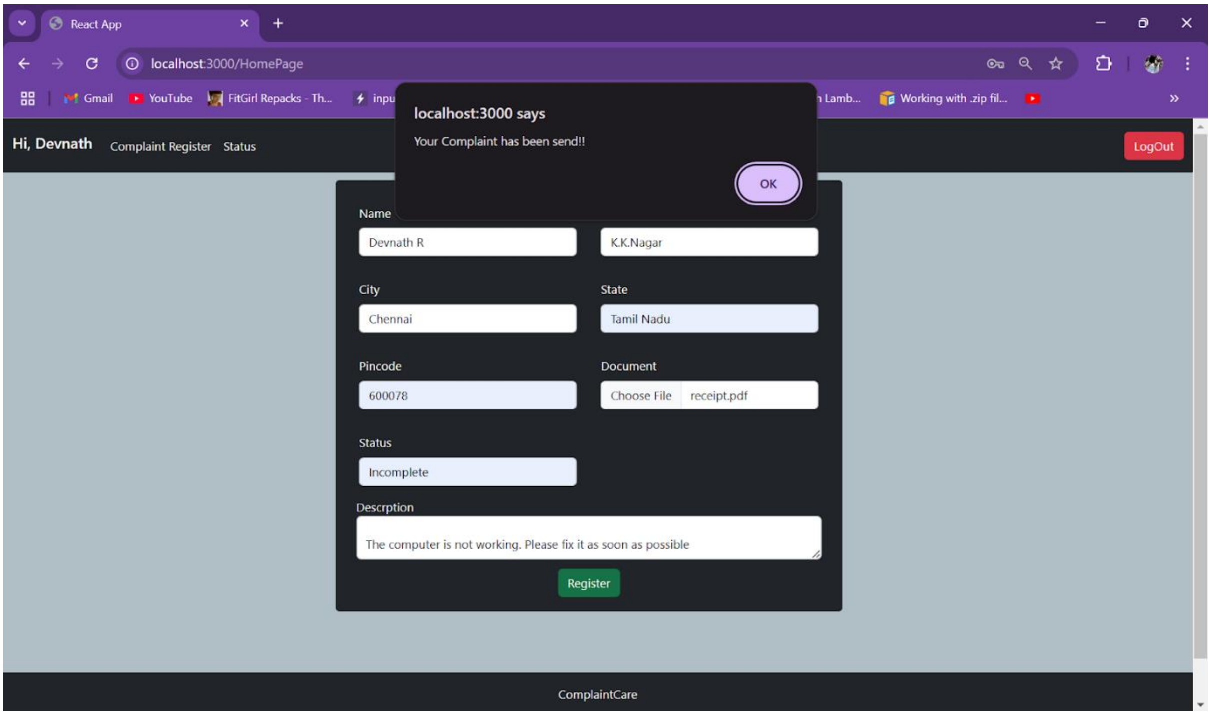
Pincode: 600078

Document: receipt.pdf

Status: Incomplete

Descrption: The computer is not working. Please fix it as soon as possible

ALERT MESSAGE AFTER POSTING COMPLAINT



localhost:3000 says

Your Complaint has been send!!

Name: Devnath R

K.K.Nagar

City: Chennai

State: Tamil Nadu

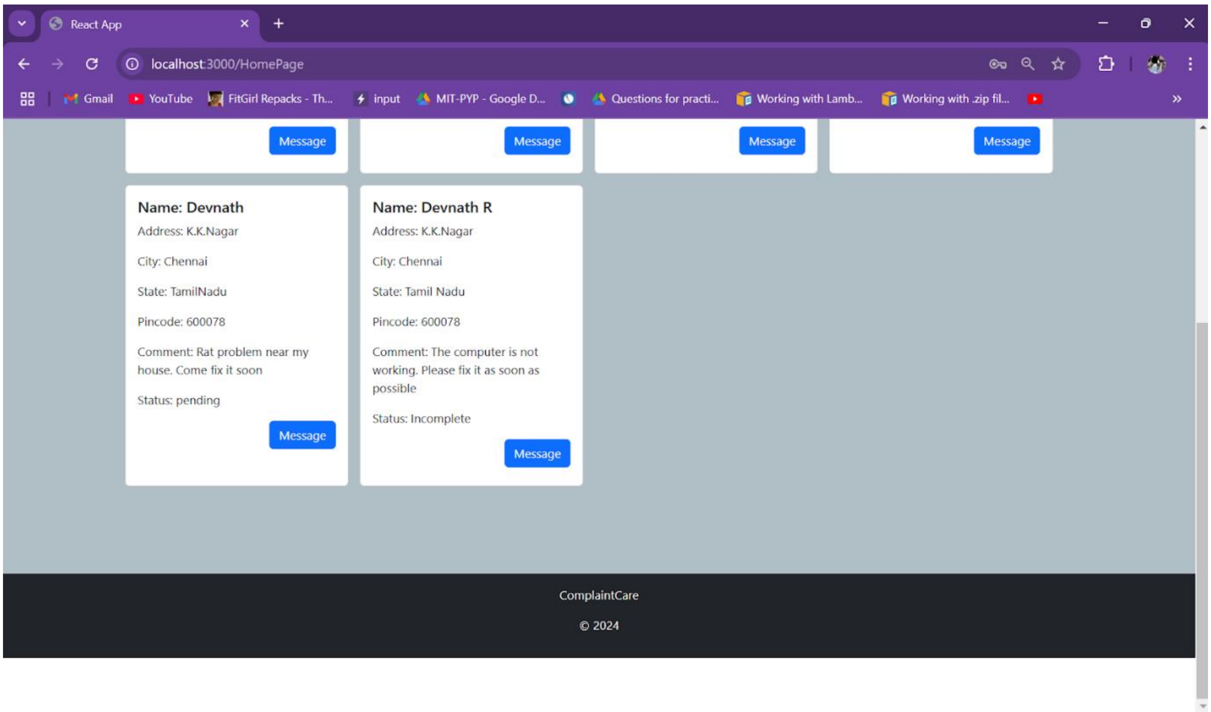
Pincode: 600078

Document: receipt.pdf

Status: Incomplete

Descrption: The computer is not working. Please fix it as soon as possible

COMPLAINT STATUS PAGE



Name: Devnath

Address: K.K.Nagar

City: Chennai

State: TamilNadu

Pincode: 600078

Comment: Rat problem near my house. Come fix it soon

Status: pending

Name: Devnath R

Address: K.K.Nagar

City: Chennai

State: Tamil Nadu

Pincode: 600078

Comment: The computer is not working. Please fix it as soon as possible

Status: Incomplete

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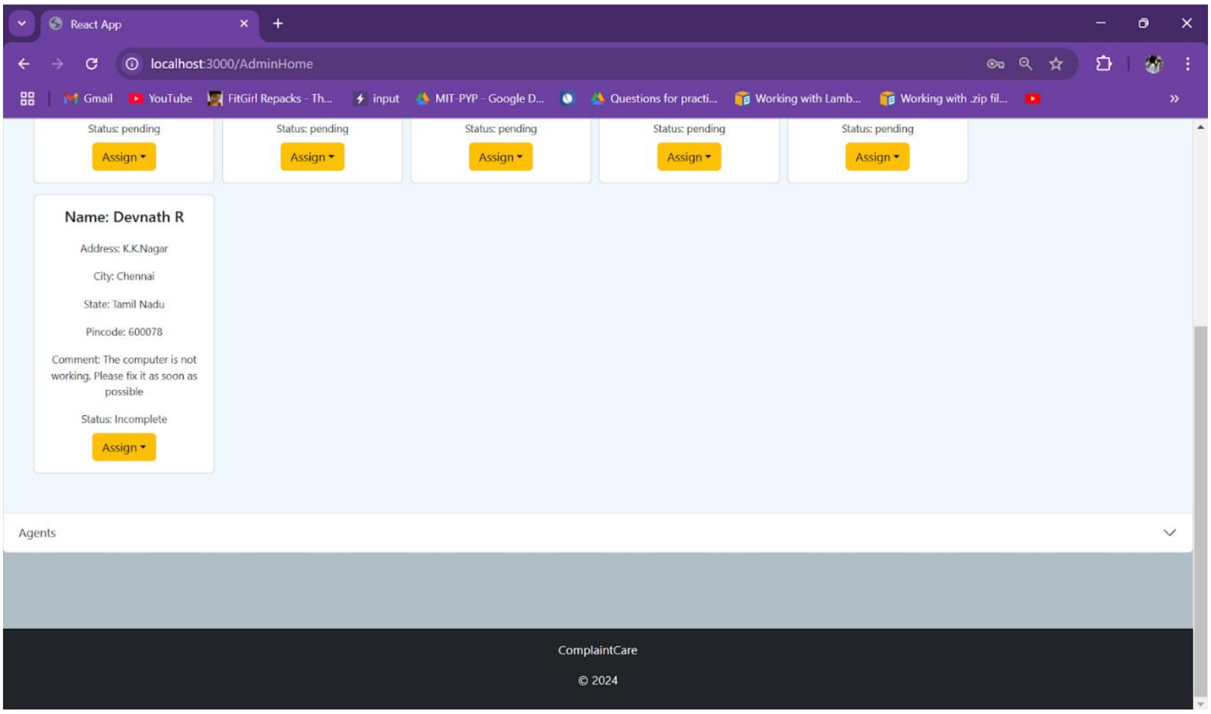
<u>ADMIN:</u>

ADMIN DASHBOARD (USER COMPLAINTS)



Status: pending

Status: pending

Status: pending

Status: pending

Status: pending

Name: Devnath R

Address: K.K.Nagar

City: Chennai

State: Tamil Nadu

Pincode: 600078

Comment: The computer is not working. Please fix it as soon as possible

Status: Incomplete

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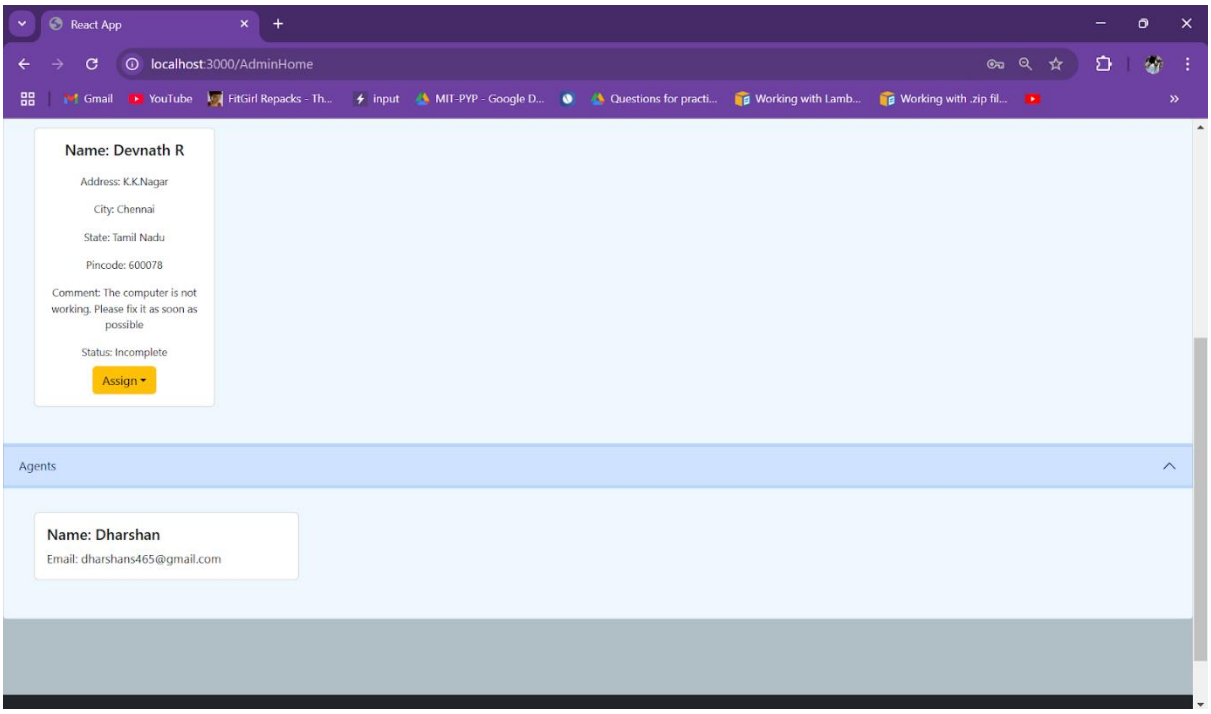
ADMIN DASHBOARD (LIST OF AGENTS)



Name: Devnath R

Address: K.K.Nagar

City: Chennai

State: Tamil Nadu

Pincode: 600078

Comment: The computer is not working. Please fix it as soon as possible

Status: Incomplete

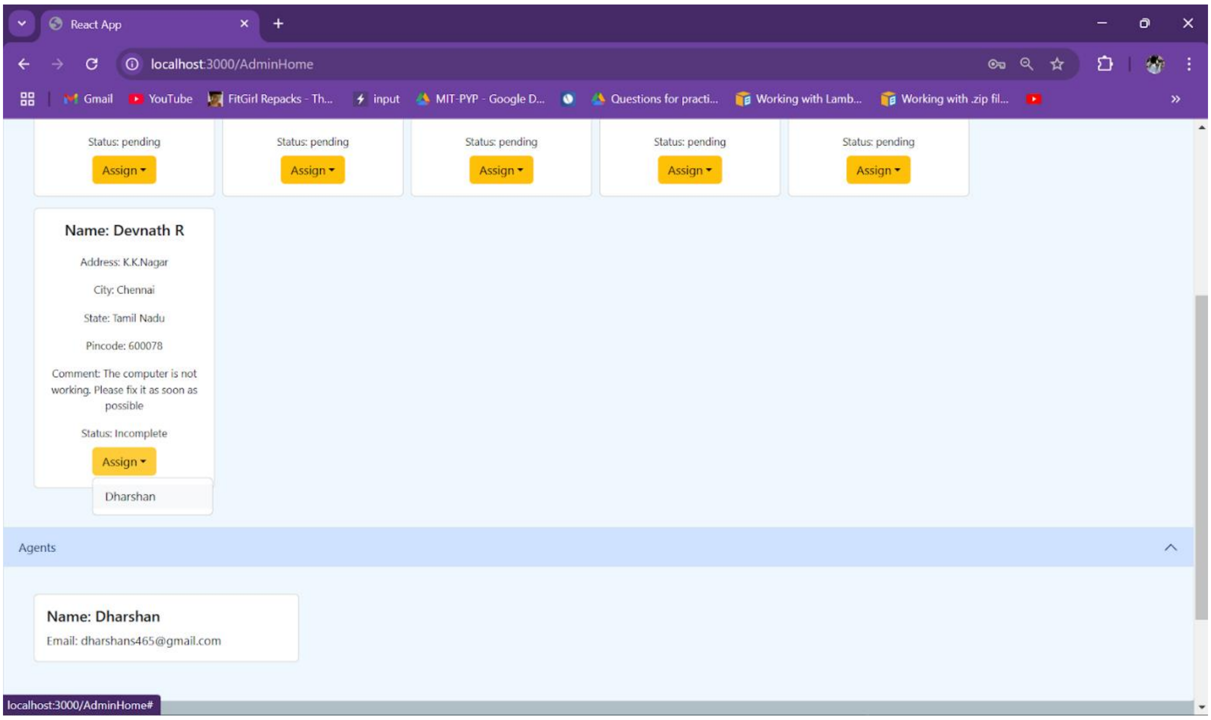
Assign ▾

Agents

Name: Dharshan

Email: dharshans465@gmail.com

MAPPING USER COMPLAINT TO AGENT



Status: pending — Assign ▾ (×5)

Name: Devnath R

Address: K.K.Nagar

City: Chennai

State: Tamil Nadu

Pincode: 600078

Comment: The computer is not working. Please fix it as soon as possible

Status: Incomplete

Assign ▾

Dharshan

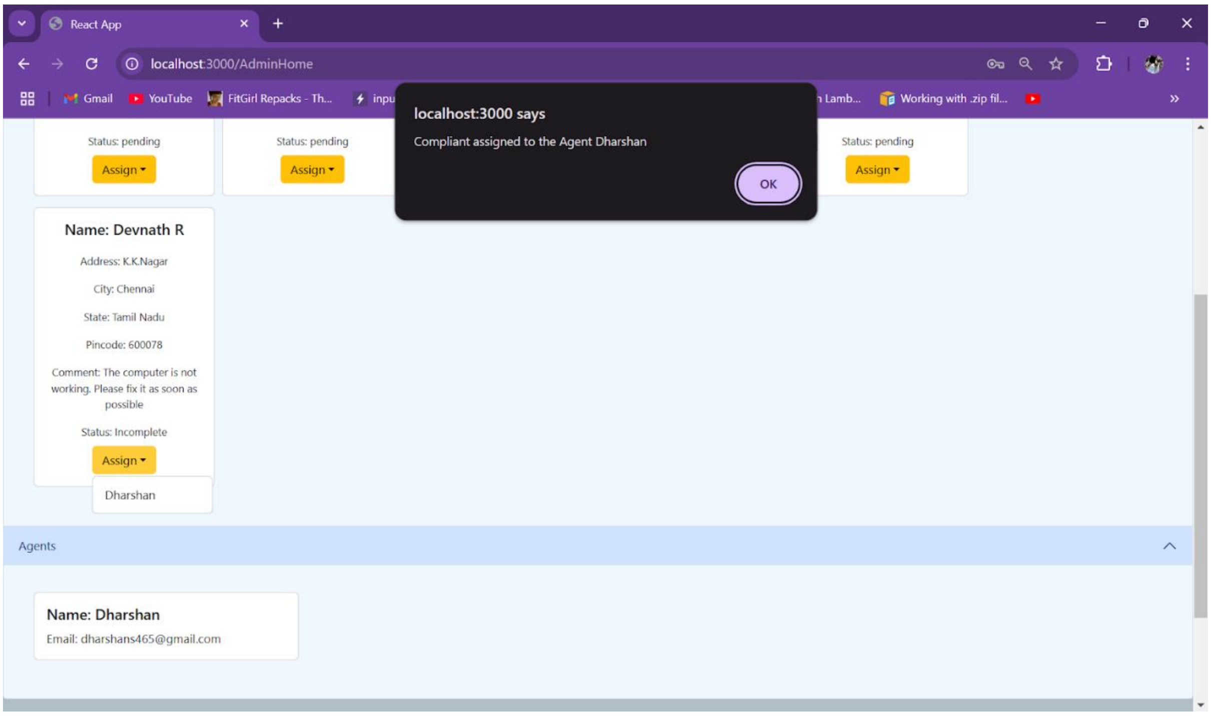
Agents

Name: Dharshan

Email: dharshans465@gmail.com

localhost:3000/AdminHome#

ALERT MESSAGE AFTER SUCCESSFUL MAPPING



Status: pending

Status: pending

Status: pending

localhost:3000 says

Compliant assigned to the Agent Dharshan

Name: Devnath R

Address: K.K.Nagar

City: Chennai

State: Tamil Nadu

Pincode: 600078

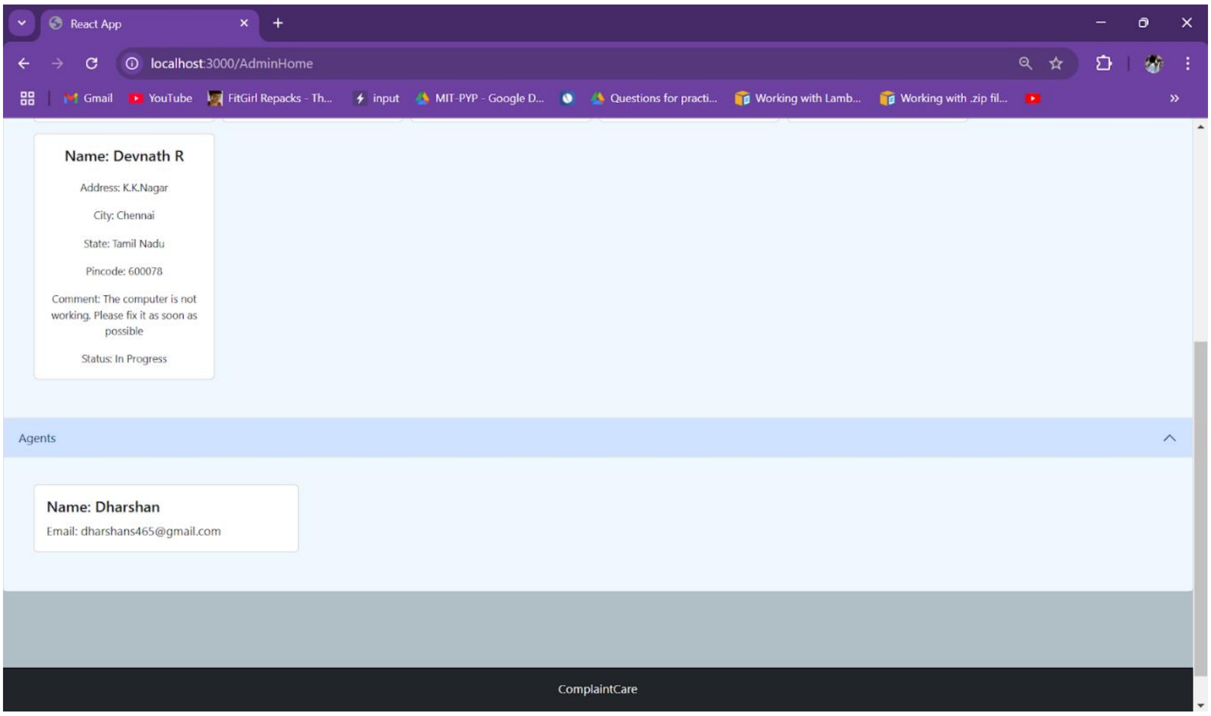
Comment: The computer is not working. Please fix it as soon as possible

Status: Incomplete

Name: Dharshan

Email: dharshans465@gmail.com

STATUS OF COMPLAINT CHANGED TO “IN PROGRESS”



Name: Devnath R

Address: K.K.Nagar

City: Chennai

State: Tamil Nadu

Pincode: 600078

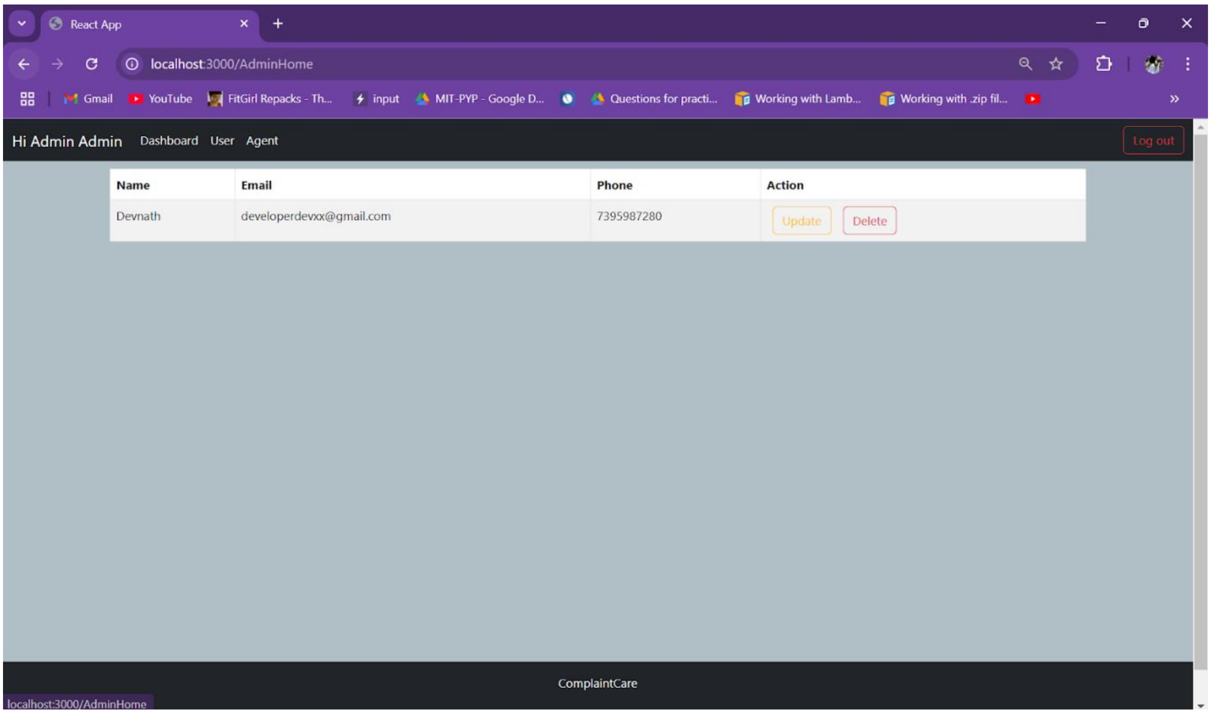
Comment: The computer is not working. Please fix it as soon as possible

Status: In Progress

Name: Dharshan

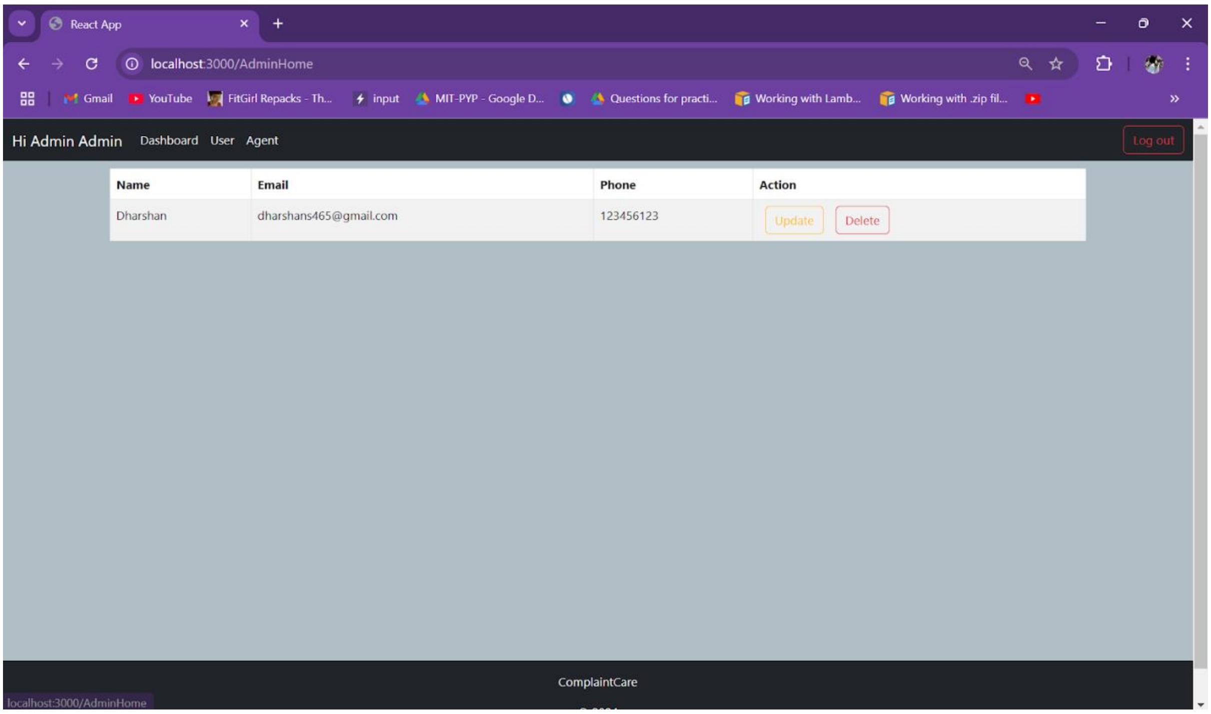
Email: dharshans465@gmail.com

USER MANAGEMENT PAGE (UPDATION AND DELETION)



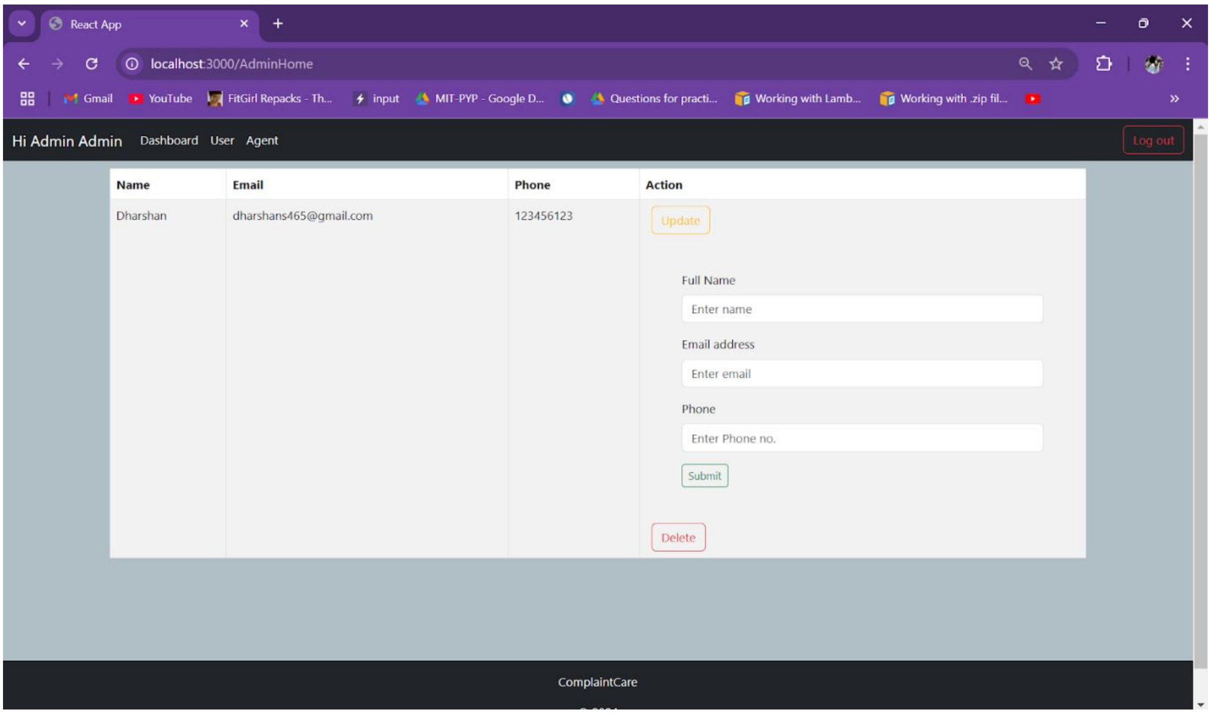
Name	Email	Phone	Action
Devnath	developerdevxx@gmail.com	7395987280	Update Delete

AGENT MANAGEMENT PAGE (UPDATION AND DELETION)



Name	Email	Phone	Action
Dharshan	dharshans465@gmail.com	123456123	Update Delete

UPDATION OF AGENT DETAILS



Name	Email	Phone	Action
Dharshan	dharshans465@gmail.com	123456123	Update

Full Name

Enter name

Email address

Enter email

Phone

Enter Phone no.

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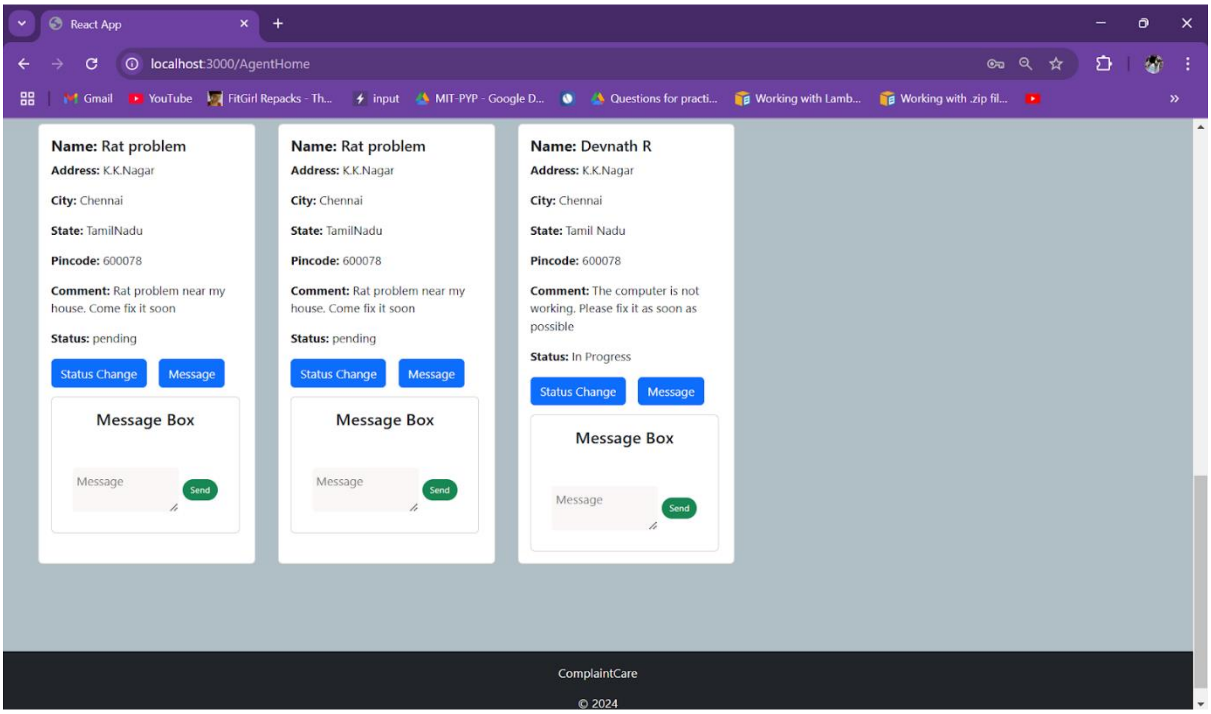
AGENT:

AGENT HOME PAGE



Name: Rat problem

Address: K.K.Nagar

City: Chennai

State: TamilNadu

Pincode: 600078

Comment: Rat problem near my house. Come fix it soon

Status: pending

Message Box

Message

Name: Rat problem

Address: K.K.Nagar

City: Chennai

State: TamilNadu

Pincode: 600078

Comment: Rat problem near my house. Come fix it soon

Status: pending

Message Box

Message

Name: Devnath R

Address: K.K.Nagar

City: Chennai

State: Tamil Nadu

Pincode: 600078

Comment: The computer is not working. Please fix it as soon as possible

Status: In Progress

Message Box

Message

ComplaintCare

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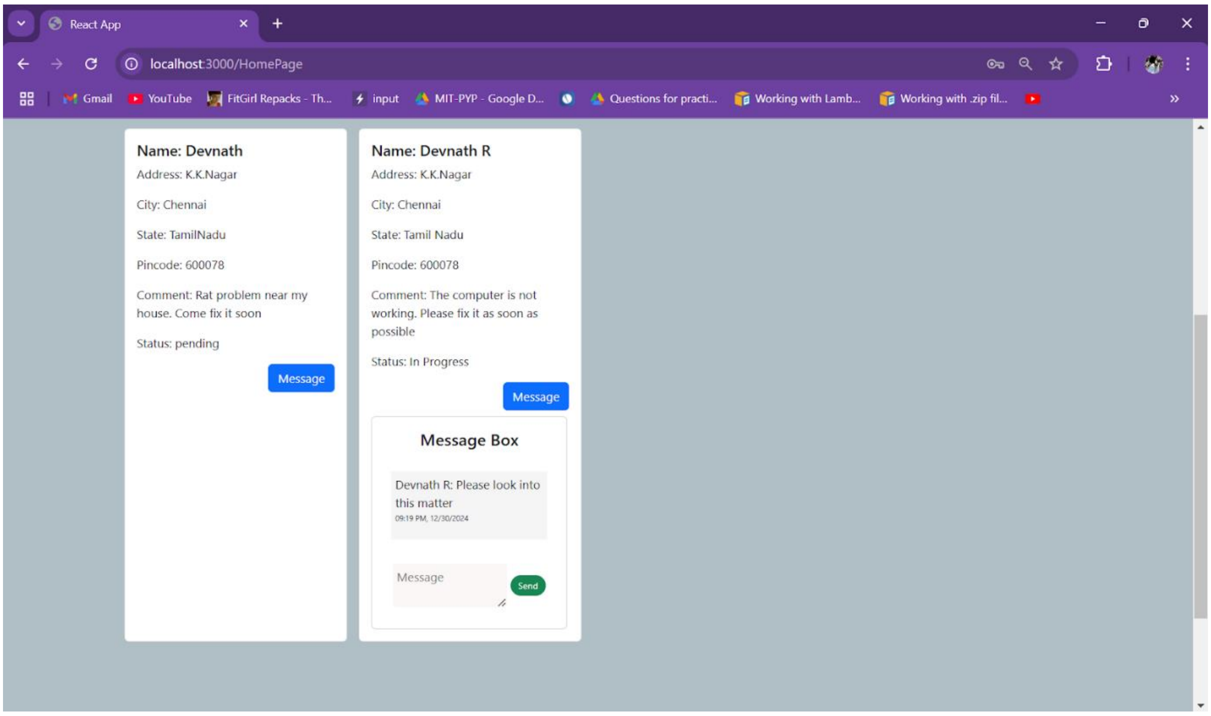
CHAT FUNCTION INSIDE ASSIGNED COMPLAINT



Name: Devnath

Address: K.K.Nagar

City: Chennai

State: TamilNadu

Pincode: 600078

Comment: Rat problem near my house. Come fix it soon

Status: pending

Message

Name: Devnath R

Address: K.K.Nagar

City: Chennai

State: Tamil Nadu

Pincode: 600078

Comment: The computer is not working. Please fix it as soon as possible

Status: In Progress

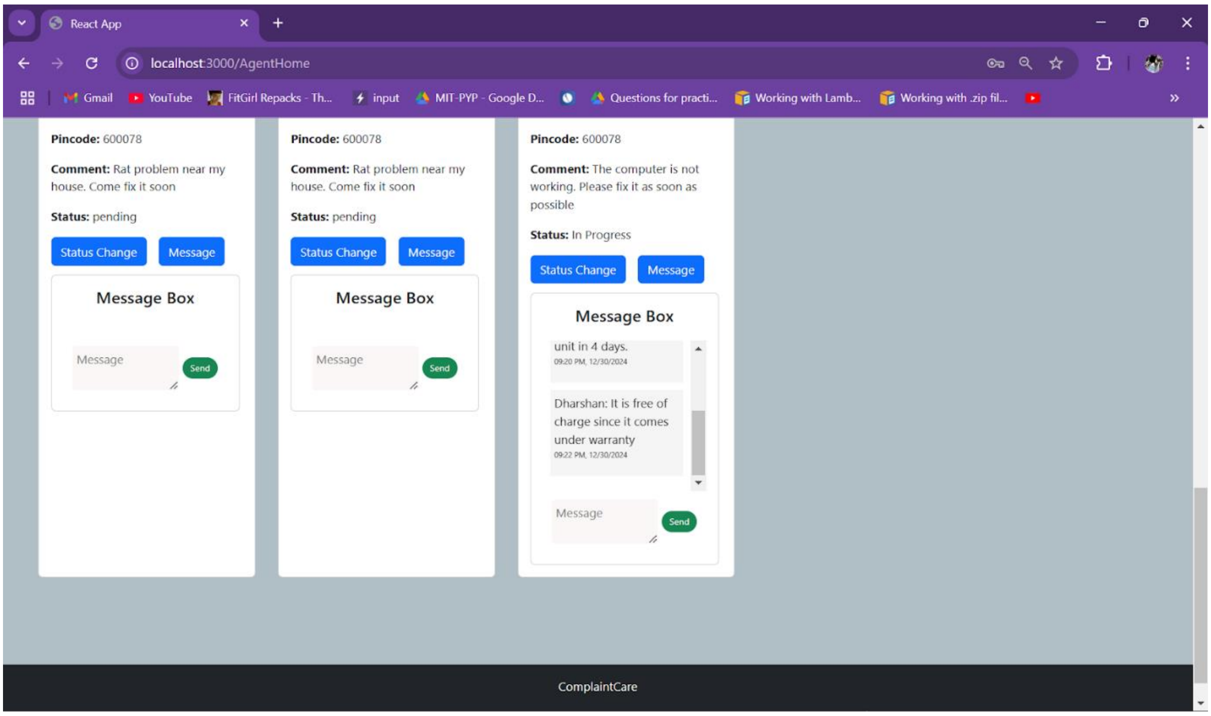
Message

Message Box

Devnath R: Please look into this matter
09:19 PM, 12/30/2024

Message
Send

CHAT MESSAGE SENT TO CUSTOMER



Pincode: 600078

Comment: Rat problem near my house. Come fix it soon

Status: pending

Status Change
Message

Message Box

Message
Send

Pincode: 600078

Comment: Rat problem near my house. Come fix it soon

Status: pending

Status Change
Message

Message Box

Message
Send

Pincode: 600078

Comment: The computer is not working. Please fix it as soon as possible

Status: In Progress

Status Change
Message

Message Box

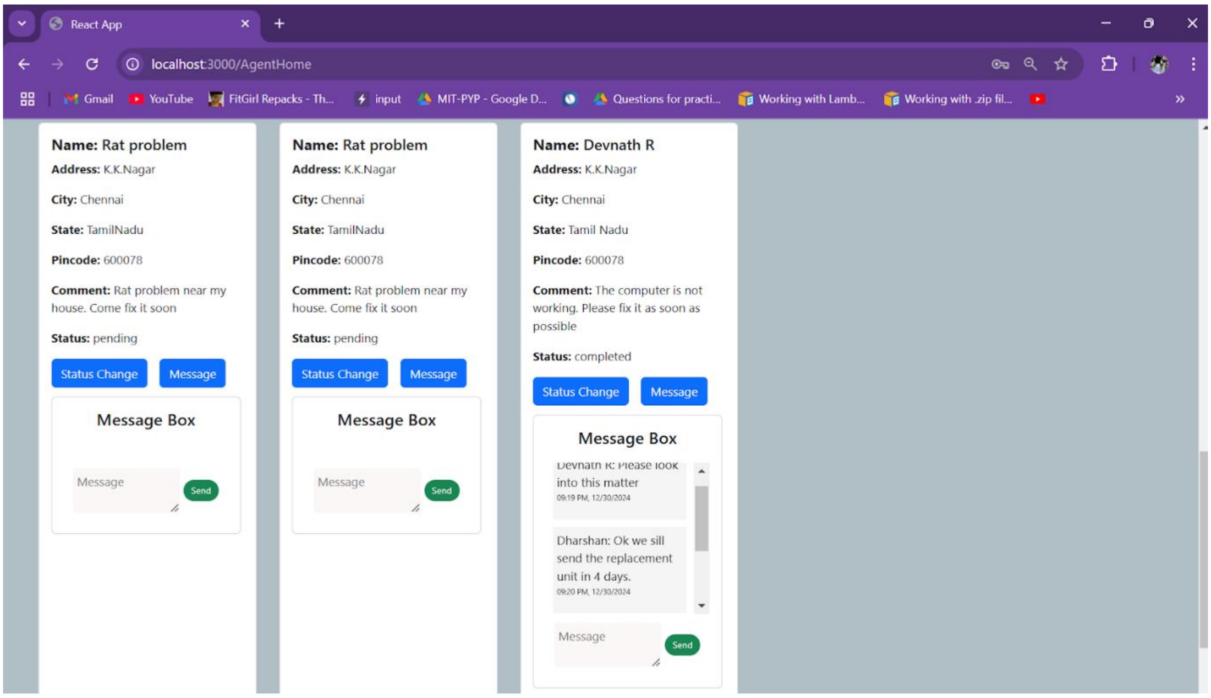
unit in 4 days.
09:20 PM, 12/30/2024

Dharshan: It is free of charge since it comes under warranty
09:22 PM, 12/30/2024

Message
Send

ComplaintCare

COMPLAINT STATUS CHANGED TO “COMPLETED”



Name: Rat problem
Address: K.K.Nagar
City: Chennai
State: TamilNadu
Pincode: 600078
Comment: Rat problem near my house. Come fix it soon
Status: pending

Status Change Message

Message Box

Message Send

Name: Rat problem
Address: K.K.Nagar
City: Chennai
State: TamilNadu
Pincode: 600078
Comment: Rat problem near my house. Come fix it soon
Status: pending

Status Change Message

Message Box

Message Send

Name: Devnath R
Address: K.K.Nagar
City: Chennai
State: Tamil Nadu
Pincode: 600078
Comment: The computer is not working. Please fix it as soon as possible
Status: completed

Status Change Message

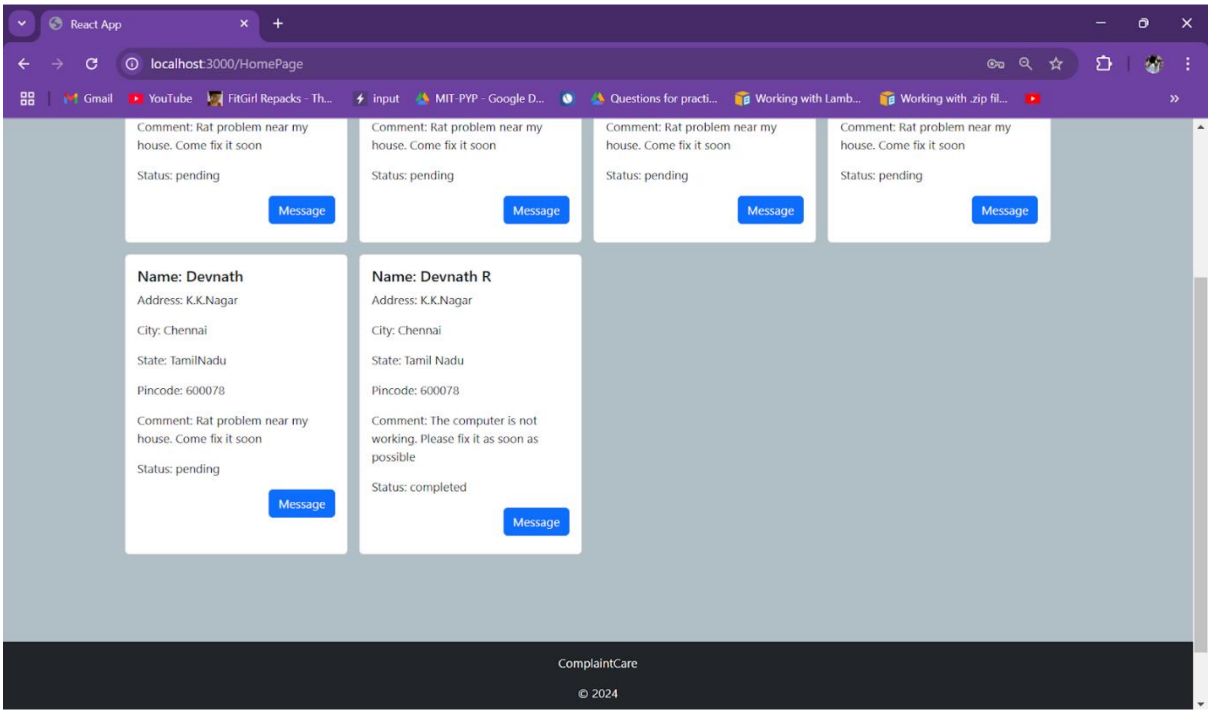
Message Box

Devnath R: Please look into this matter
09:19 PM, 12/30/2024

Dharshan: Ok we sill send the replacement unit in 4 days.
09:20 PM, 12/30/2024

Message Send

CUSTOMER HOME PAGE (STATUS CHANGED TO COMPLETED)



Comment: Rat problem near my house. Come fix it soon
Status: pending
Message

Comment: Rat problem near my house. Come fix it soon
Status: pending
Message

Comment: Rat problem near my house. Come fix it soon
Status: pending
Message

Comment: Rat problem near my house. Come fix it soon
Status: pending
Message

Name: Devnath
Address: K.K.Nagar
City: Chennai
State: TamilNadu
Pincode: 600078
Comment: Rat problem near my house. Come fix it soon
Status: pending
Message

Name: Devnath R
Address: K.K.Nagar
City: Chennai
State: Tamil Nadu
Pincode: 600078
Comment: The computer is not working. Please fix it as soon as possible
Status: completed
Message

ComplaintCare
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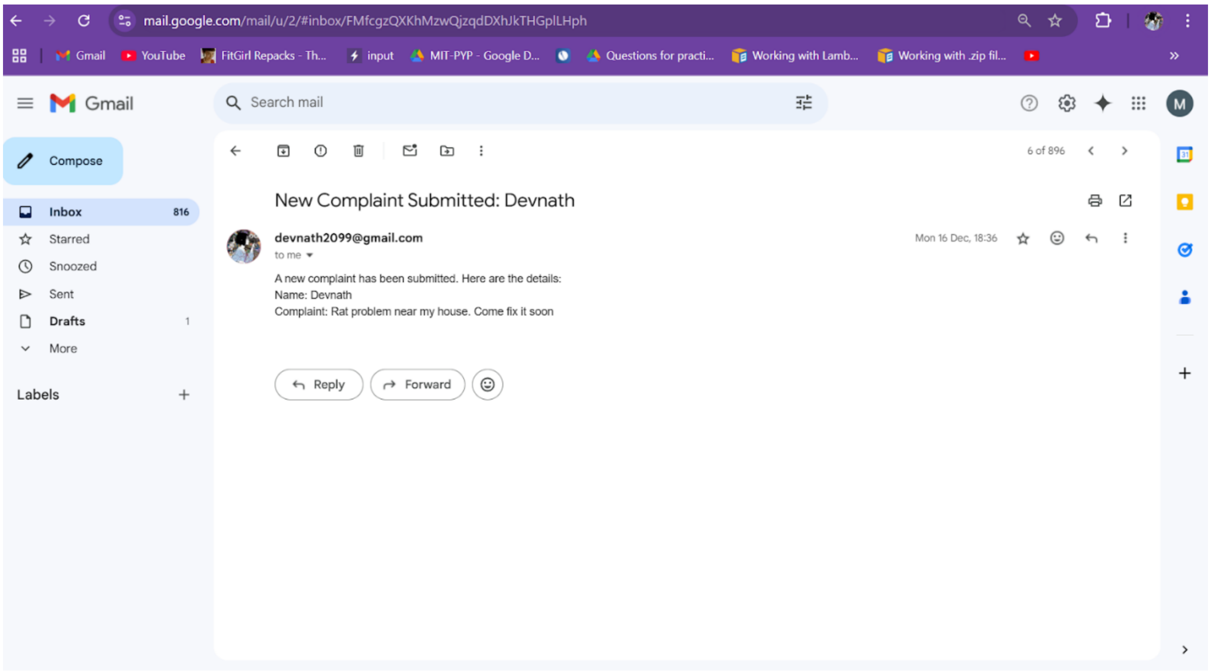
MAIL SENT TO ADMIN AFTER COMPLAINT REGISTRATION



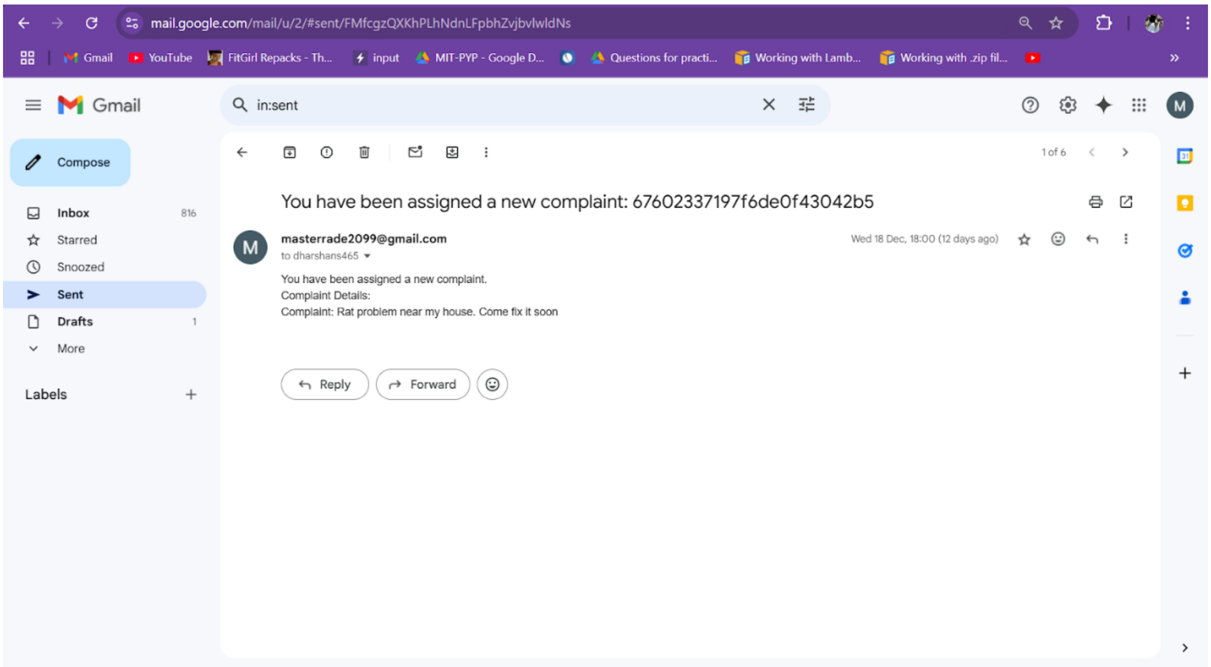
New Complaint Submitted: Devnath

devnath2099@gmail.com
to me

Mon 16 Dec, 18:36

A new complaint has been submitted. Here are the details:
Name: Devnath
Complaint: Rat problem near my house. Come fix it soon

MAIL SENT FROM ADMIN TO AGENT AFTER MAPPING COMPLAINT



You have been assigned a new complaint: 67602337197f6de0f43042b5

masterrade2099@gmail.com
to dharshans465

Wed 18 Dec, 18:00 (12 days ago)

You have been assigned a new complaint.
Complaint Details:
Complaint: Rat problem near my house. Come fix it soon

Conclusion:

The Online Complaint Registration and Management System offers a streamlined platform for resolving customer complaints efficiently. Its user-centric design and robust backend ensure reliable complaint management. Screenshots of the application are attached to illustrate its functionality and user interface.