

SCENARIO

Scenario: John, a customer, recently encountered a problem with a product he purchased online. He notices a defect in the item and decides to file a complaint using the Online Complaint Registration and Management System.

1. User Registration and Login:

- John visits the complaint management system's website and clicks on the "Sign Up" button to create a new account.
- He fills out the registration form, providing his full name, email address, and a secure password.
- After submitting the form, John receives a verification email and confirms his account.
- He then logs into the system using his email and password.

2. Complaint Submission:

- Upon logging in, John is redirected to the dashboard where he sees options to register a new complaint.
- He clicks on the "Submit Complaint" button and fills out the complaint form.
- John describes the issue in detail, attaches relevant documents or images showcasing the defect, and provides additional information such as his contact details and the product's purchase date.
- After reviewing the information, John submits the complaint.

3. Tracking and Notifications:

- After submitting the complaint, John receives a confirmation message indicating that his complaint has been successfully registered.
- He navigates to the "My Complaints" section of the dashboard, where he can track the status of his complaint in real-time.
- John receives email notifications whenever there is an update on his complaint, such as it being assigned to an agent or its resolution status.

4. Interaction with Agent:

- A customer service agent, Sarah, is assigned to handle John's complaint.
- Sarah reviews the details provided by John and contacts him through the system's built-in messaging feature.
- John receives a notification about Sarah's message and accesses the chat window to communicate with her.
- They discuss the issue further, and Sarah assures John that the company will investigate and resolve the problem promptly.

5. Resolution and Feedback:

- After investigating the complaint, the company identifies the defect in the product and offers John a replacement or refund.
- John receives a notification informing him of the resolution, along with instructions on how to proceed.
- He provides feedback on his experience with the complaint handling process, expressing his satisfaction with the prompt resolution and courteous service provided by Sarah.

6. **Admin Management:**

- Meanwhile, the system administrator monitors all complaints registered on the platform.
- The admin assigns complaints to agents based on their workload and expertise.
- They oversee the overall operation of the complaint management system, ensuring compliance with platform policies and regulations

APPLICATION FLOW:

Online Complaint Registration and Management System

1. **Customer/Ordinary User:**

- **Role:** Create and manage complaints, interact with agents, and manage profile information.
- **Flow:**
 1. **Registration and Login:**
 - Create an account by providing necessary information such as email and password.
 - Log in using the registered credentials.
 2. **Complaint Submission:**
 - Fill out the complaint form with details of the issue, including description, contact information, and relevant attachments.
 - Submit the complaint for processing.
 3. **Status Tracking:**

- View the status of submitted complaints in the dashboard or status section.
- Receive real-time updates on the progress of complaints.

4. **Interaction with Agents:**

- Connect with assigned agents directly using the built-in messaging feature.
- Discuss complaints further and provide additional information or clarification.

5. **Profile Management:**

- Manage personal profile information, including details and addresses.

2. **Agent:**

- **Role:** Manage complaints assigned by the admin, communicate with customers, and update complaint statuses.

- **Flow:**

1. **Registration and Login:**

- Create an account using email and password.
- Log in using the registered credentials.

2. **Complaint Management:**

- Access the dashboard to view and manage complaints assigned by the admin.
- Communicate with customers regarding their complaints through the chat window.

3. **Status Update:**

- Change the status of complaints based on resolution or progress.
- Provide updates to customers regarding the status of their complaints.

4. **Customer Interaction:**

- Respond to inquiries, resolve issues, and address feedback from customers.

3. **Admin:**

- **Role:** Oversee the overall operation of the complaint registration platform, manage complaints, users, and agents, and enforce platform policies.

- **Flow:**

1. **Management and Monitoring:**

- Monitor and moderate all complaints submitted by users.
- Assign complaints to agents based on workload and expertise.

2. **Complaint Assignment:**

- Assign complaints to the desired agents for resolution.
- Ensure timely and efficient handling of complaints.

3. **User and Agent Management:**

- Manage user and agent accounts, including registration, login, and profile information.
- Enforce platform policies, terms of service, and privacy regulations.

4. **Continuous Improvement:**

- Implement measures to improve the platform's functionality, user experience, and security measures.
- Address any issues or concerns raised by users or agents for better service delivery.