Inventory management, registering the complaint, and technician

**Objective**

* To manage the complaint and inventory of the parts in the inventory by the manager
* The Registered complaints have to assigned to employee has to done by the manager
* The admin has the access to all function to view all the stock level, registered complaints, completed complaints by whom
* The technician has to access for the store complaints

**Requirements**

* There will be web pages for homepage, login page, manager dashboard, technician dashboard, customer login page, employee login, admin dashboard.
* In home page that contain our company details, location of the store, login tabs, get a quote tab, proprietor details etc.
* In login pages have customer login and employee login separately with background with company logo
* In customer dashboard there will be register the complaint tab, track the complaint that include store complaint and outdoor complaint, get a quote for new installation.
* In employee dashboard ongoing complaints, complaint completed and inventory tabs
* In manager dashboard registered complaint ongoing complaints, completed complaints
* In technician dashboard complaint, completed complaints and used parts
* In admin dashboard registered complaint, ongoing complaints, completed complaints, inventory details

**Process:**

* **Homepage**
* In the homepage that contains the complete details of the company location of the store and the service provide by use guarantee and the warranty for the items
  + This page has a tab for login at the left side of tabs area
  + In the tab area the list of tabs of “register a complaint”, “get a Quote”, “contact us”, “store location”, “login”
  + The background has to our company logo with movable function of the store picture
* **Customer login:**
  + When the customer goes to the register tab it has to redirected to customer login page with phone number and OTP verification
  + In the customer login page, there has the tabs of register a complaint, track the complaint(outdoor/store), get a quote, logout
  + In the register a complaint, there should be placeholder for the name, phone number, address and the option for type of the complaint(outdoor/store)
  + In the track the complaint, the customer has the view the progress of the complaint, if the complaint was the store type means the progress bar complaint registered, in progress, estimate for repair, conformation by the customer, finished ready to delivery.
  + If the complaint was outdoor type means the customer can see the assigned employee details and the progress bar have the complaint registered, on the way beside of second step the assigned details have to be appeared and complaint finished it has to be confirmed by the customer for the manager and admin reference.
  + In the get a quote, customer can ask us for the quotation for the new installation of any new products which we sell
  + There has to be the feedback section of the customer to give any suggestion or complaints on the employee based the work done.
* **Manager login:**
  + The manager has unique login credentials to access the inventory, complaints, in store complaints and feedbacks.
  + In the manager dashboard page, there have the tabs of register a complaint (in-store complaints/on call complaints), registered complaints, inventory for the spare parts, assigned complaints.
  + The role of the manager has to assign the registered complaints for the respective employee
  + The manager has to verify the required spare parts for that complaint and that spare parts has to be assign to that employee from the inventory
  + If the employee has returned any spare parts the specific spare parts have to added to the current inventory
  + The manager has access to all complaints separately section that includes in store complaints and outdoor complaints.
* **Employee login:**
  + The employee dashboard has to access to assigned complaints, the spare parts details which was assigned for the complaint and completed complaints
  + In employee dashboard there have the tabs of assigned complaints with spare parts and completed complaints with date and year
  + Each and every employee have their own credentials.
  + In employees there will be a slight dashboard for technician login
  + In technician dashboard, the tabs will be assigned complaints by the manager the on-going complaints the conformation page by the customers for the service and the completed complaints
* **Admin login;**
  + The admin has unique login dashboard have the access for all functions.
  + The dashboard has the tabs of registered complaints, assigned complaints to employees with all details, store complaints progress and the feedbacks of all customers given to every complaint
  + The admin have access to add, modify and delete the spare parts items and number

**`**