

# Software Design (SD) for Complaint Management System (CMS)

## **Overview:**

### **1.1. System Overview**

Complaint Management System (CMS) is intended to enable easy accessibility to a shared platform for the users to raise complaints and also effectively monitor and track the lodged complaints thereby prompting necessary action by the management.

### **1.2. System Context**

The system context is defined clearly in the SRS. The user is the source of the complaint. He can make multiple complaints. Resolvers of these complaints - called Admins - will have a list of complaints to look into.

### **1.3. Stakeholders of CMS**

The main stakeholders for the system are the individual users who might use the system to make a complaint, an admin who is supposed to resolve these complaints, and the system designer/builder who will build CMS. The main concerns of these stakeholders are:

- For Users: The usability of this platform and reporting issues related to various categories.
- For Admins: The complaint made by the user is to be attended to and will be marked as resolved for further confirmation from the user.
- For designer/builder: The system is easy to modify, particularly to handle future extensions mentioned in the SRS (i.e. the system may be developed to have a 3 tier system of users, admins, and super admins.)

Hence, the key property for which the architecture is to be evaluated is the modifiability or extensibility of the system. Response time performance is another factor for which the system needs to be evaluated.

### **1.4. Scope of this Document**

In this document, we describe the design for CMS using the Data Flow Diagram and Structure Chart for the system.

## 1.5. Definitions and Acronyms

### Definitions :

**Complaint:** An issue raised by the user pertaining to the departments listed on the platform.

**Status:** This tells about the response from Admin and whether or not the user approved the response from admin.

### Acronyms :

**CMS** - Complaint Management System

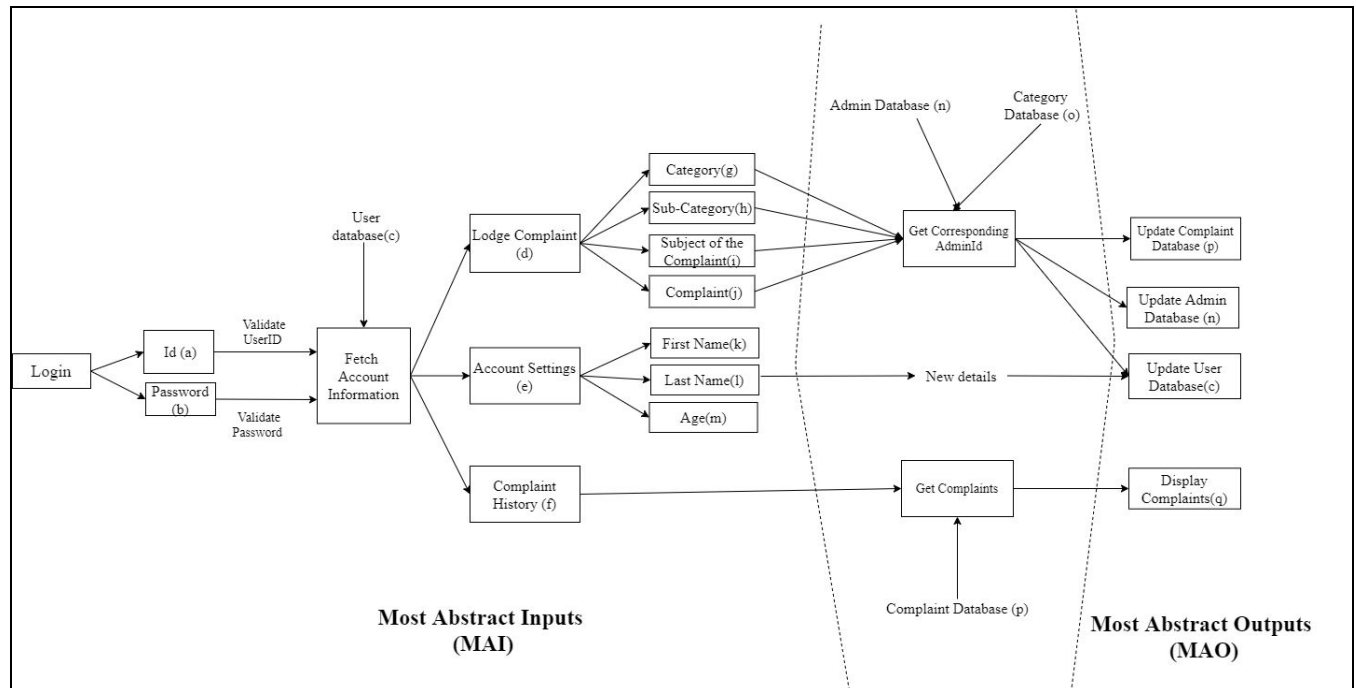
**DFD**- Data Flow Diagram

## 2. Software Design:

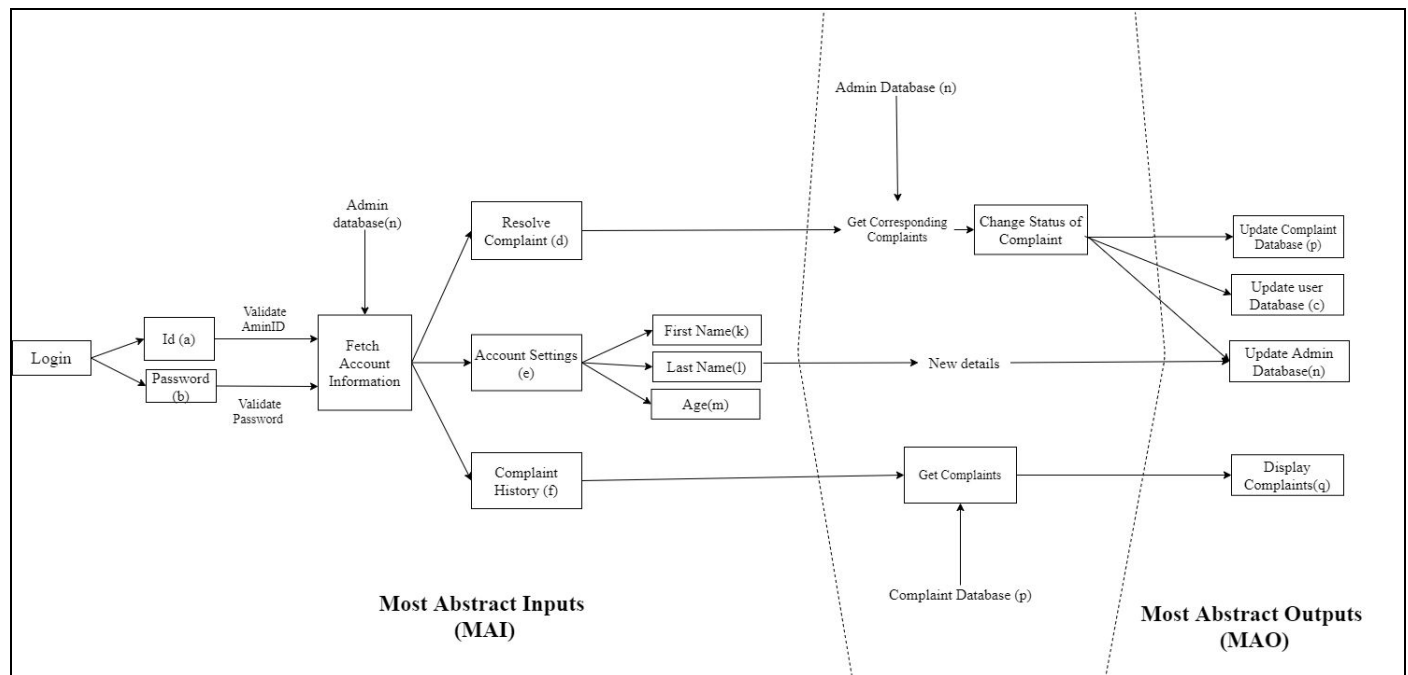
### 2.1 Data Flow Diagram:

DFD graphically represents the functions, or processes, which manipulate, store, and distribute data between a system and its environment and between components of a system.

Below is the DFD of CMS for a user.

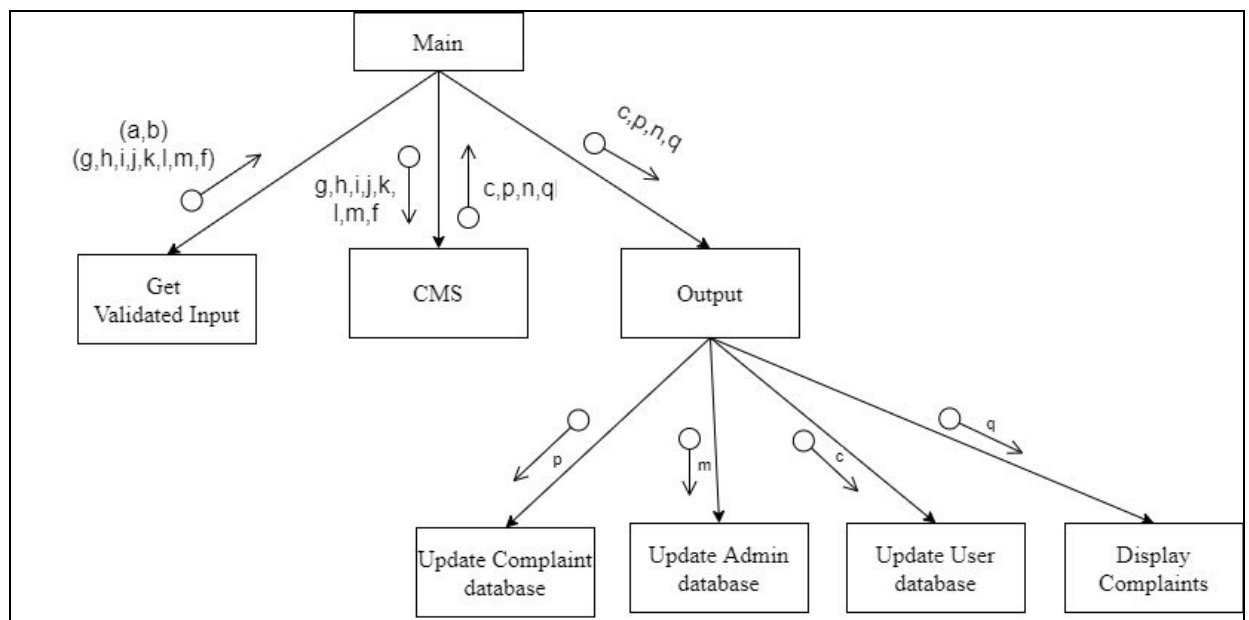


Below is the DFD of CMS for admin.

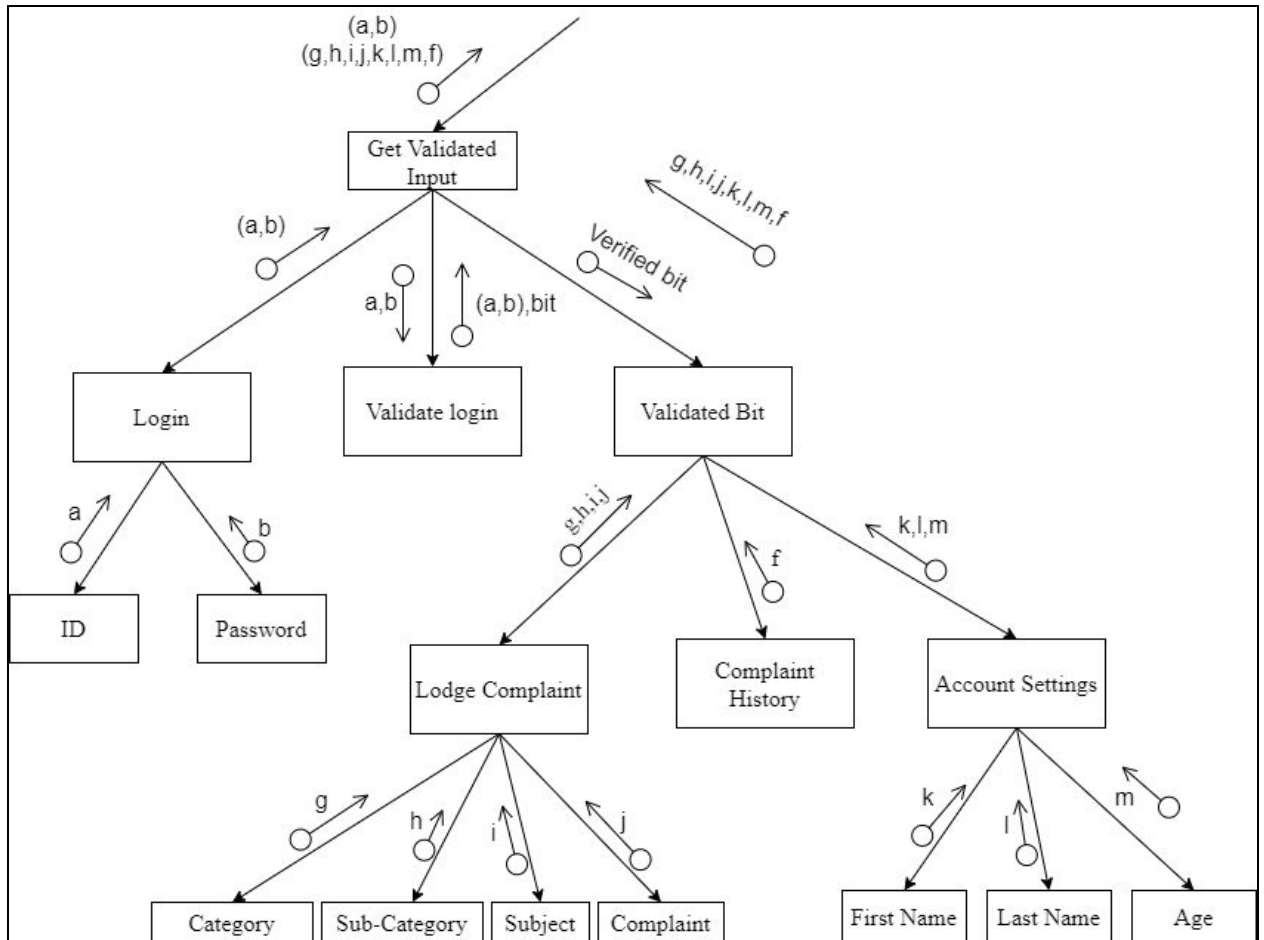


## 2.2 Structure Chart:

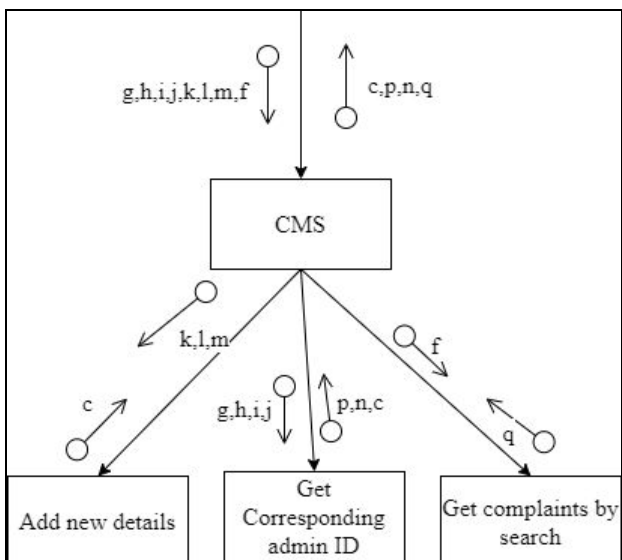
### First Level Factoring:



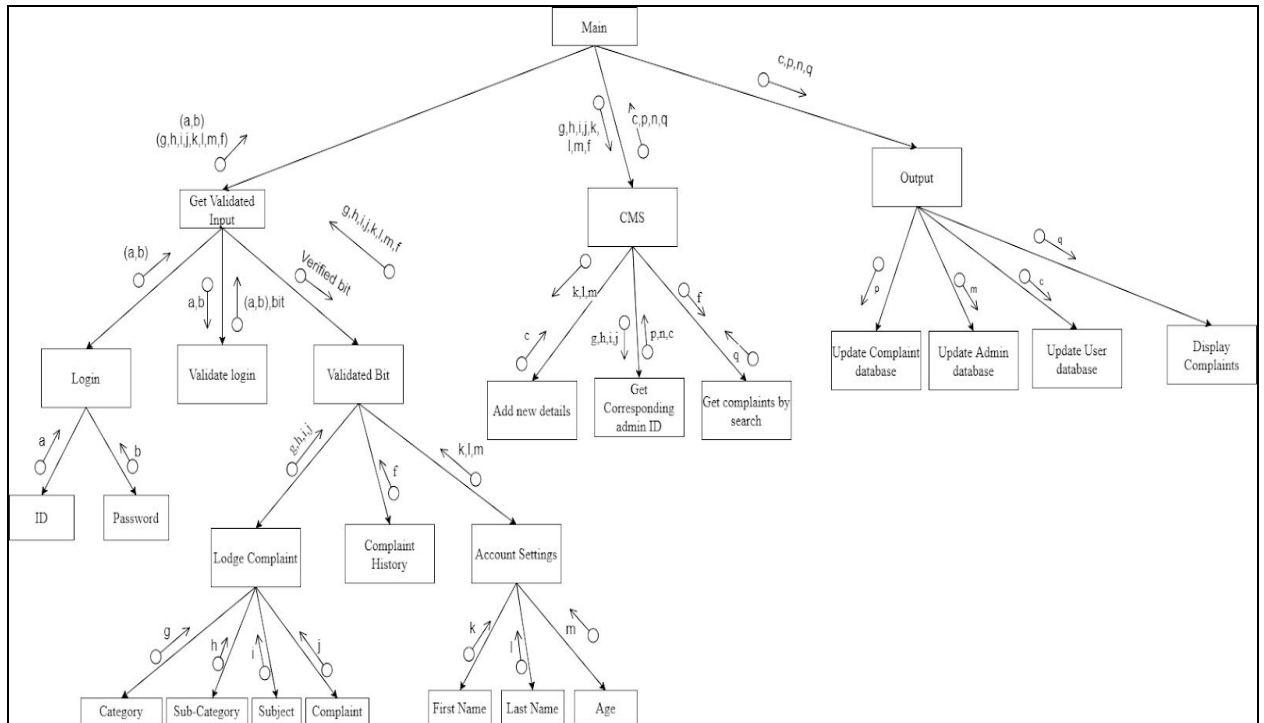
## Factoring of the Input branch:



## Factoring the Central Transforms:



## Structure Chart for the system:



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