**Visitor Tracking and Grievance Management System – Testing Feedback  
27 July, 2021**

**DASHBOARD**

* Export to Csv – All raw data associated with the record should be downloaded. Secondly, it can be downloaded only by admins. Current facility allows only 4 columns in the download file. **[3]**
* Dashboard needs to be made more dynamic, flexible and informative. Dashboard Charts: **[1]**  
  - Total Number of Visitors  
  - Tickets Raised  
  - Open tickets (**till date**)  
  - Resolved tickets (**till date**)  
  - Issue wise complaints of **present day** (Explanatory bar graph)  
  - Ward wise complaints of **present day** (Explanatory bar graph)
* Latest Visits list is not clickable **[3]**
* Timarpur MLA office – Home button – appears only after refreshing the page. Secondly, CGMS logo doesn’t appear with it. **[1]**
* All search/submit/login buttons should work by pressing Enter. **[1]**
* Total visits show up at 163 (as on 5th Aug), which seems to be wrong. Need to be checked. **[0 - High Priority] (Seems remote db issue ? which db is hosted to client? dont hv access)**

**REGISTRATION DESK**

* Visitor’s locality details and Visits history section should be available to the Resolution Desk, Registration Desk operator and MLA representative as well. **[0 - High Priority]**  
    
  Currently this is what’s visible to Resolution Desk operator (below image). They have no way of knowing the area of a person and their past visits history. Both these things should be available to help them make an informed decision. (For example: some people visit again and again for the same issue. In this case, the Res Desk operator can simply deny/close their issue if it can’t be solved).  
    
  
* Search Visitors – We have 8 search fields now. Can be divided into 2 halves with 4 fields each and search button in centre. This will save vertical space. It would be great if House Number can also be added in search fields. **[0 - High Priority]**
* Add ‘Complaint on behalf of’ section in **Add Visit** section. Options in the dropdown will be – Self, Child, Spouse, Society (RWA). **[1]**  
    
  Following that should be the fields:  
  Name (text box),  
  Aadhar Card Number:
* While live testing, we realised that people come for multiple sub-issues. Is it possible to mark multiple sub-issues? For multiple issues, we can create separate tickets, but for one issue, we should be able to mark multiple sub-issues **[2]**
* Mobile number is compulsory for us to get in touch with the complainant. Need a pop-up for Registration desk operator, while creating a visit, to add a mobile number in case there’s none. (For cases where Voter is added as visitor. Not all records in voter list have mobile number) **[0 - High Priority]**
* List of issues, sub-issues, MLA representatives and documents required has been updated in the drive. Have added MLA Rep (Jeetu) for issues like Meet the MLA, Meet an Officer, Confidential **[0 - High Priority] (Dont have folder access can you please share?)**
* While entering Visitor details, the edit button is not clickable. One has to try multiple times to edit. **[0 - High Priority]**  
    
    
  **RESOLUTION DESK**
* In ticket history, Activity section says – Forwarded to MLA Team – to **user** Rajendra Sharma. Can we eliminate ‘to user’? **[0 - High Priority]**
* **It would be great if Resolution desk operator can update/edit the Issue/ticket created by registration desk operator. Sometimes, the reg desk operators select wrong issues as their knowledge on the subject is limited. [0 - High Priority] - Added UI side changes & integration of edit api is pending**
* Is it possible to add ‘Forwarded to’ user’s name in Non-Open Visits? For cases where tickets have been forwarded to MLA team, we have to manually open and see to whom each ticket has been forwarded. **[0 - High Priority]**
* Grievance Resolved at point – means – Closed  
  Grievance forwarded to MLA Team – In Progress  
  Complaint raised to Govt Dept – In Progress  
  Doesn’t fall under MLA’s purview – Closed  
  Complete docs not submitted – Closed  
    
  Currently, Complaint raised to Govt Dept is being treated as Closed, while it should be In Progress. Resolution Desk operator should be able to update this as he gets the status from Govt Dept. **[0 - High Priority]**
* Sub-Issue appears as - Address Change - Child4, Jammed31 **[0 - High Priority]**
* Documents check – Instead of (+) sign, checkboxes can be provided. This will save the operator a step of clicking on the button and then being able to lodge document details. **[2]**
* Ticket definition – Many complaints come to Resolution desk only and are resolved there. They should also be counted as tickets. Currently, ticket is considered when it’s forwarded by Resolution desk. Anything **other than Meet MLA** should be counted as a ticket. **[0 - High Priority]**
* Token number - TMEL0728210006. I added a comment which is displayed horizontally till the end. Need to fix and ‘Wrap’ it. **[0 - High Priority]**



* Unable to see visits of 27th on resolution desk. Only past two days data available. Date range (to-from) filter should be provided on the top so the operator can see past tickets as well. **[0 - High Priority] - Added Date filter on UI & need api to fetch date with date range from UI side**
* Filters for all parameters to be made available. Like, Status, Desk, Forwarded to, Date, etc. So if I want to see the tickets which have been forwarded to Vishal Chopra (MLA rep) but are open, I can simply select from the filters than searching manually. **[1]**
* In case of electricity complaints – ‘CA Number’ text box should be made available. For Water complaints – ‘K No’ text box should be made available. **[0 - High Priority] Adding on UI side need API changes for the same**

**MLA REPRESENTATIVE**

* Filters for searching based on select parameters should be available. **[1]**
* Dashboard section – Resolved tickets count missing **[1]**
* One of the MLA reps forwarded his ticket to another MLA rep, and it got removed from ‘All Tickets’ as well. Is it possible to make it appear under All Tickets in the first MLA rep’s account? **[1]**
* Ticket creation date is not visible at MLA Reps end **[0 - High Priority]**

**ADMIN PANEL - BACKEND**

* Permission Matrix for access control **[2]**
* Raw data and filters to be added **[2]**
* User creation and deletion section **[2]**
* Users type: **[2]**  
  - Super Admin (can make admin accounts)  
  - Admin (can create user accounts)  
  - Registration Desk  
  - Resolution Desk  
  - MLA Representative
* Resolution Time tracker for all complaints (in days). This will help us see how fast complaints are being resolved. **[2]**
* All raw data to be made available in admin backend **[0 - High Priority]**