XXX company is a distribution logistics business unit and receiving complaints from its customers through sources of call centre, mails, paper mode, each branch offices, retail offices, back operation offices. It has become very difficult to manage complaints to process and feedback to business for corrections and improvement.

So they have decided to launch a web application in their website and manage all the complaints in a single database through web based application.

Detailed requirements:

1. Web page for submission of complaints about the products/services delivery

    The web page will take the following inputs from the customer

        a. Name of the customer

        b. Delivery consignment/invoice reference

        c. Invoice/Consignment date

        d. Product name

        e. Nature of the complaints

After submitting the complaint, a reference number should be generated and returned to customer for future reference.

2. Web page for search of updates on the complaints

  The web page will provide search option based on the following inputs:

        a. Complaint reference number or invoice reference number

After submitting the complaint reference number or invoice reference number generated, the system should fetch the relevant updates and display on the web page.