

3. User Stories & Acceptance Criteria

ID	User Story	Acceptance Criteria
US1	As an employee, I want to log in securely so that only authorized staff can access the system.	Login successful with correct credentials; unauthorized access blocked.
US2	As an employee, I want to submit a complaint via text so that my issue is recorded clearly.	Complaint submitted with required fields; confirmation notification displayed.
US3	As an employee, I want to record my complaint as a voice note so that I can report faster.	Voice upload saved successfully; plays back in history.
US4	As an employee, I want the location to be captured so staff know where the issue exists.	GPS coordinates recorded; displayed in admin dashboard.
US5	As an employee, I want to view the complaint status, so I know if my issue is progressing.	Real-time status updates displayed correctly in complaint history.
US6	As an admin staff, I want to verify complaints before proceeding so I can avoid false or incorrect reports.	Verification step mandatory: complaint moves to correct status only after approval.
US7	As an admin, I want to categorize complaints so I can prioritize critical ones.	Categories selectable; filters applied in dashboard.
US8	As an admin, I want to update complaint status, so employees stay informed.	Status change logs stored, and push notifications sent.
US9	As an admin, I want a dashboard to see all complaints so I can manage them effectively.	Dashboard loads data sorted by date, priority, and status.
US10	As a senior admin, I want escalation options, so critical issues receive faster attention.	Complaints flagged as urgent trigger notifications and alerts.

4. Process Flow Diagrams (Textual BPMN Representation)

4.1 Employee Complaint Submission Flow

Employee -> Open App

Employee -> Login/Authenticate

Employee -> Select Submit Complaint

Employee -> Enter Text OR Record Voice

System -> Auto Capture Location

Employee -> Submit Complaint

System -> Save Complaint + Generate Reference ID

System -> Notify Admin

Employee -> Receives Confirmation

4.2 Admin Verification & Handling Process

Admin -> Login to Portal

Admin -> View New Complaints Queue

Admin -> Verify Validity

 If Invalid -> Reject + Notify Employee

 If Valid -> Categorize: General / Critical / On Track

Admin -> Assign to Responsible Handler (if needed)

Admin -> Update Status: In Progress

Handler -> Resolve Issue

Admin -> Mark as Completed

System -> Notify Employee of Closure