

IT-314 Group 4

Lab-3

22-08-2023

- **Front of the card**

Student side:

As a User(student) I can create account on website

As a User I should be able to login into a website with a registered account.

As a User I can lodge a complaint.

As a User I have to select atleast one category to register complain

As a User I can see the status of the complaint.(pending , forwarded, completed)

As a User I can add photo of the complaint,

As a User I can add a description of the complaint.

As a User I can change passwords.

As a User I can add the hostel wing and room number in an address .

As a User I can see the previously registered complaints.

Admin:

As an admin I want to be able to create an account on website

As an admin I want to be able to login into the website with a registered account.

As an admin I want to be able to manage all the complaints.

As an admin I can create accounts of sub-admins.

As an admin I can forward complaints to respective sub-admins.

As an admin I can filter complaints on the basis of category.

As an admin I can see the stats of complains(solved, pending, forwarded)

As an admin I want to be able to delete any complaint.

As an admin I want to be able to add any new category.

As an admin I want to be able to validate a complaint.

As an admin I want a dashboard that should be secure so that only authorised sub-admins can access it.

Sub-admin:

As a sub-admin I can login with the id provided by the admin.

As a sub-admin I can see the complaints of their respective departments only.

As a sub-admin I can update the status of the complaint and close it.

As a sub-admin I can see the stats of the complaint.(pending, solved)

As a sub-admin I can see the complaint on the basis of date.

As a sub-admin I can add remarks on closing the complai.

As a sub-admin I can upload a picture as a proof that a complaint has been resolved.

As a sub-admin I can mark a complaint as solved and forward it to admin for its verification.

- **Back of the card**

User stories:

Functional Requirements

User registration or Login:

Login page:

The user needs to give his login details on the login page.

As a user, if I am new to the website, I need an option to sign up where the following details can be collected:

- 1) User-Id
- 2) Name of the user
- 3) Password

Confirmation:

- 1) Success: Valid user logged in and referred to complaint registration page.
- 2) Failure: Display messages:
 - a) Invalid username or password.
 - b) Prompt users to re-enter details.
 - c) User needs to create an account before logging in.

Complaint registration:

As a user, I want to enter the following details for complaint registration:

- 1) Complaint type/department.
- 2) Complaint description.
- 3) Date and time when the complaint is being raised.

Complaint verification:

As the admin, I would like to verify the registered complaint details and after successful verification, I would redirect the complaints to the concerned department.

Complaint Id assigning:

After the complaint is verified by the admin, the system will automatically generate a complaint id and mail will be sent to the user about the complaint details.

Resolving the complaint:

As a department manager, I would look into the complaint redirected to me by the admin and try to resolve it.

As soon as the complaint gets resolved, I would update the status and redirect it back to admin for approval.

Status checking:

The user can check the status of the complaint by entering the complaint id.

User feedback:

After the complaint gets resolved, as a user, I would like to write feedback about my experience throughout the process.

Approval of resolved complaint:

As the admin, I would verify if the resolved complaint redirected to me is completely resolved. If yes, I would change the status of the complaint as resolved, else I would redirect the complaint back to the department manager for further action.

If the user is not registered on the website, then he will get an error that he needs to sign up on the website before logging in to register complaints.

The system should collect the following information from the user while registering his complaint:

- ☐ ID of the user
- ☐ Name of the complainant
- ☐ Contact information
- ☐ Description of the complaint
- ☐ Date and time of the complaint