

Complaint Management System

Purpose:

To address customer issues effectively, ensure customer satisfaction, and reduce the time customers spend resolving their concerns.

Scope:

This app is designed to help customers resolve issues quickly and enhance their overall satisfaction with the service.

Functional Requirements:

- The system will support authentication for both users and administrators.
- Customers will receive a response within 2 seconds after submitting a complaint.
- The admin can view the user's name, date, and time even if the user does not include this information explicitly.
- Users will receive a notification once their issue is resolved.
- Admins can filter complaints based on categories.
- Both users and admins will have access to complaint history. Users can view their submitted complaints, and admins can view resolved complaints.

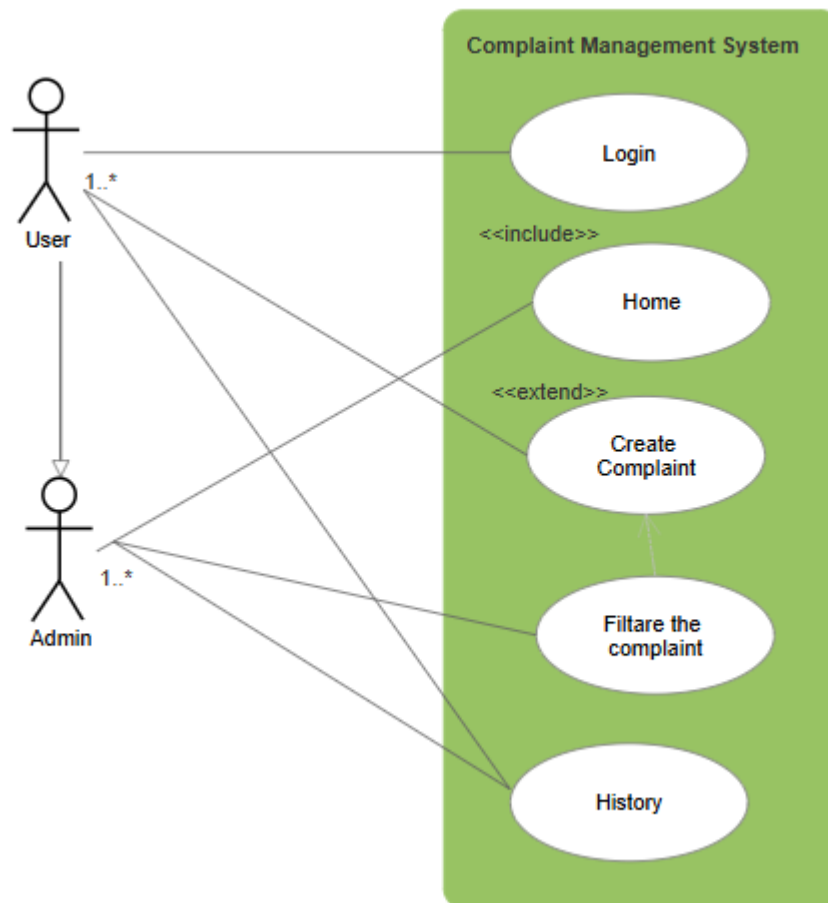
Non-Functional Requirements:

- Authentication will be implemented for both users and administrators to ensure secure access.

System Overview:

User Can create a complaint and sending to the admin in online.

Use case Diagram:



Entity Diagram:

