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.

System Overview:

Users can submit complaints online, which are then sent to the admin for review.

System Consideration:

Assumptions:

System will run in a App.

MySQL is used as the database

Constraint:

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System Architectures:

Architecture Style:3-tier architecture

Presentation Layer – React.js

Application Layer – Spring boot

Database – MySQL

Modules and Components:

1. User Module

Handles user authentication and access.

- **Login Component**
    - o Fields: Name, Password
    - o Function: Authenticate user access
- **Logout Component** *(optional for session end)*
- **Session Management** *(optional, to handle active login sessions)*

2. Complaint Module

Central feature where users can create and manage complaints.

- **Create Complaint Component**
    - o Fields: Subject, Category, Date, Time, Submit
    - o Function: Allows users to raise complaints
- **Filter Complaint Component**
    - o Filter by: Date, Time
    - o Function: Enables users/admin to search complaints based on time/date
- **Complaint History Component**
    - o Shows: Previously submitted complaints with date/time info
    - o Included from: Home or Create Complaint
- **Complaint Details Component** *(optional)*
    - o View full information of each complaint (Subject, Category, Date, Time, Status)

3. Home/Dashboard Module

Acts as the main navigation and summary hub.

- **Home Component**
  - Includes: Create Complaint, Filter Complaint, History
  - Displays: Quick links, recent complaints, status summaries

4. Admin Module (If you have admin access for reviewing complaints)

Not explicitly in the diagram, but often necessary.

- **View Complaints Component**
- **Respond to Complaints Component**
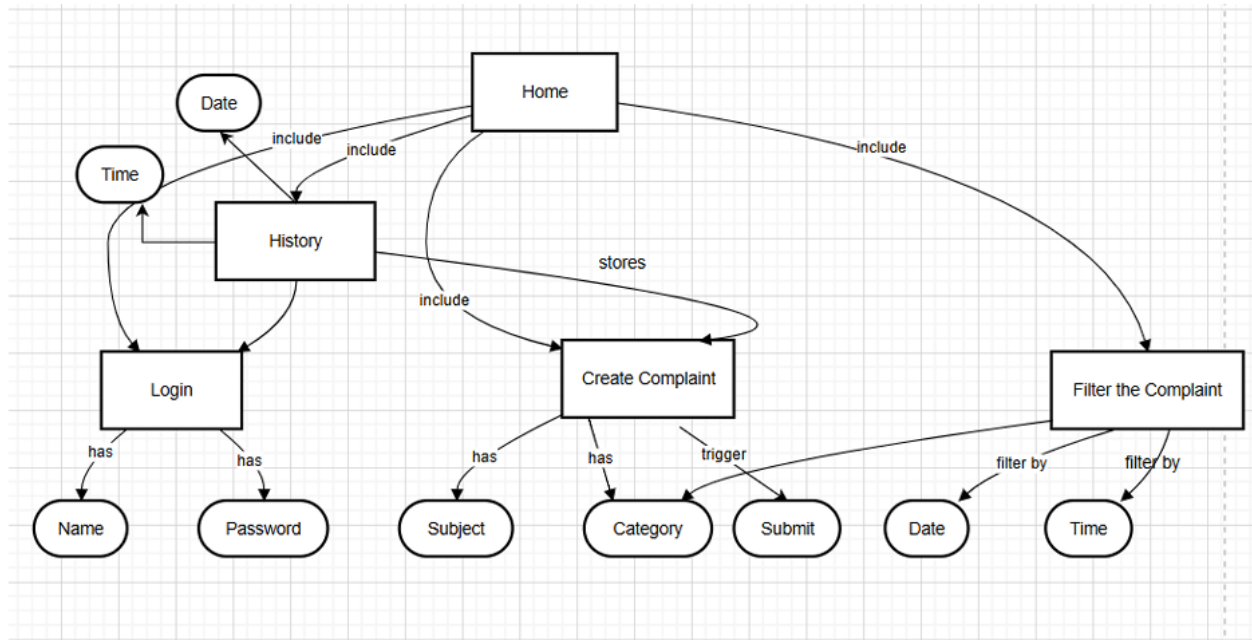- **Filter/Search Component** *(shared with users)*

5. Date & Time Utilities Module

Supports filtering and recording.

- Shared among:
  - Login (Time & Date of login)
  - Create Complaint (Time & Date of submission)
  - History (based on time & date)
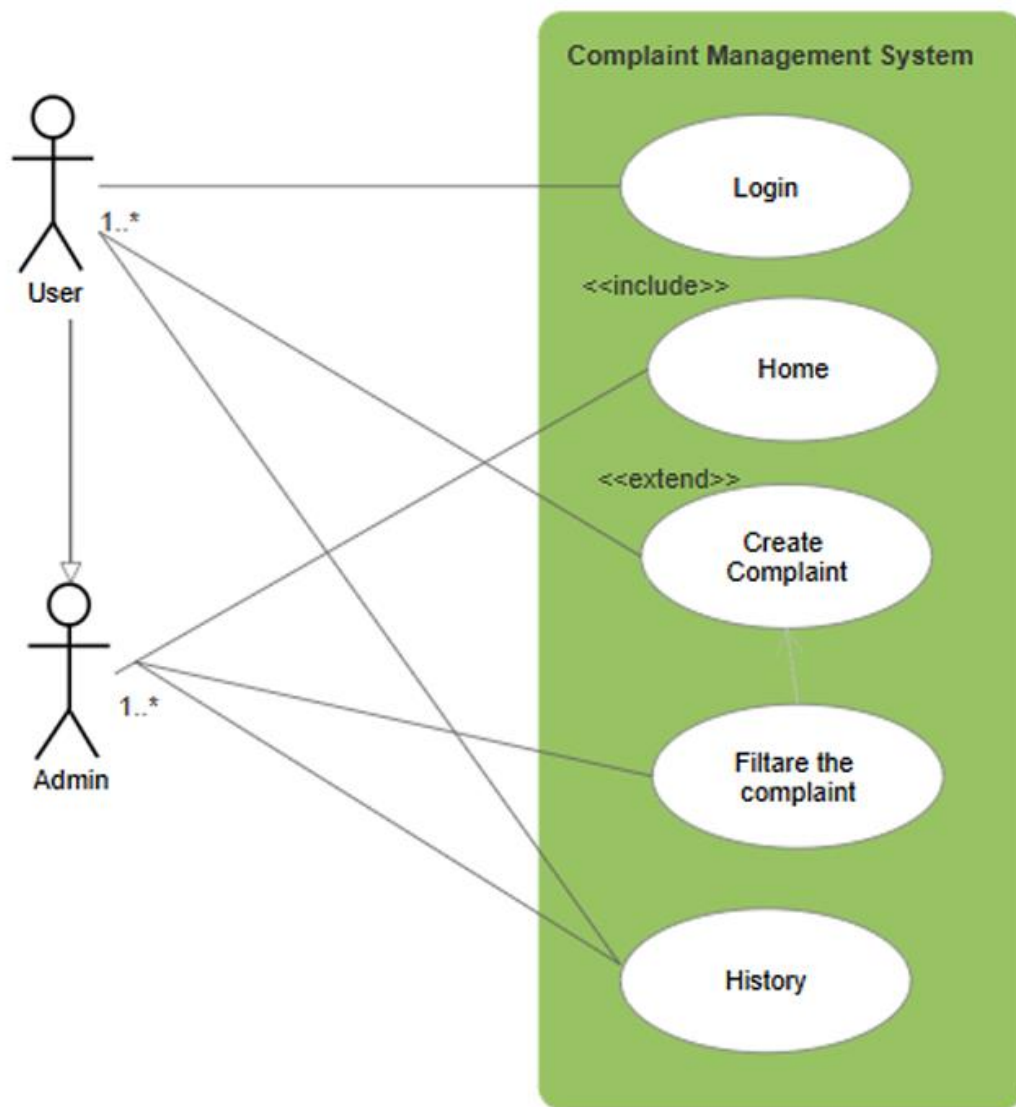 - Filter Complaint (filter criteria)
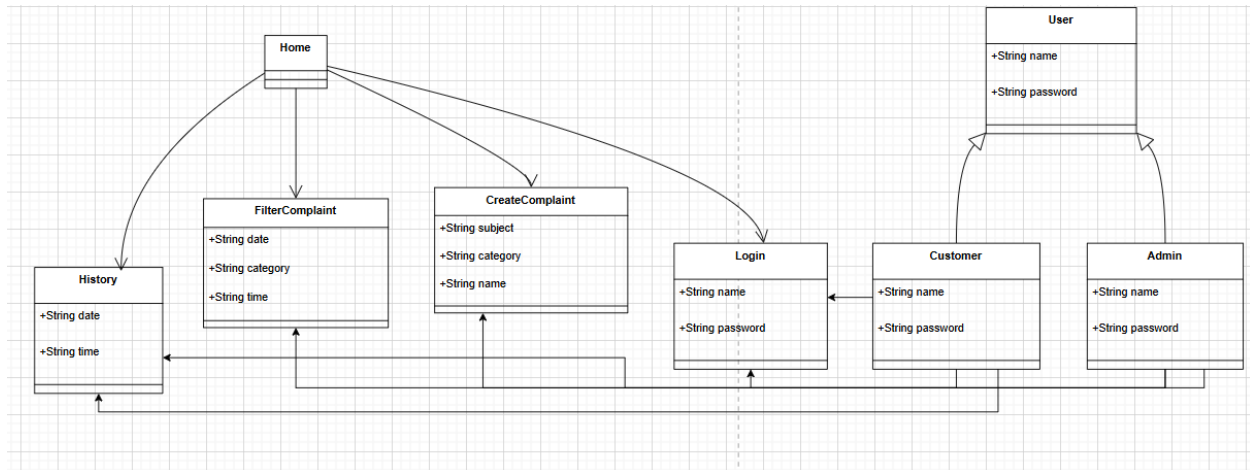
Data Design:

ER-Diagram

UML-Diagrams:

Use case diagram

Complaint Management System

Login

<<include>>

Home

<<extend>>

Create Complaint

Filtare the complaint

History

User 1..*

Admin 1..*

class diagram:

Sequence diagram: