DBMS
Mini Project
Report

Semester: 4th

Group Members (B22):

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Topic: Online Customer Feedback System

Introduction:

The Online Customer Feedback System is a web-based application designed to facilitate the process of collecting and managing customer feedback for products or services offered by a business. In today's highly competitive market, understanding customer opinions and sentiments is crucial for businesses to improve their offerings and maintain customer satisfaction. This project aims to create a platform where customers can provide feedback on products they have purchased, and businesses can analyze this feedback to make informed decisions and enhance their products or services.

The system allows customers to leave feedback, including ratings and comments, for specific products. Additionally, it provides a platform for businesses to view and analyze the feedback received, enabling them to identify areas for improvement and address customer concerns promptly. By implementing this Online Customer Feedback System, businesses can foster better relationships with their customers, drive product innovation, and ultimately increase customer loyalty and retention.

Objectives:

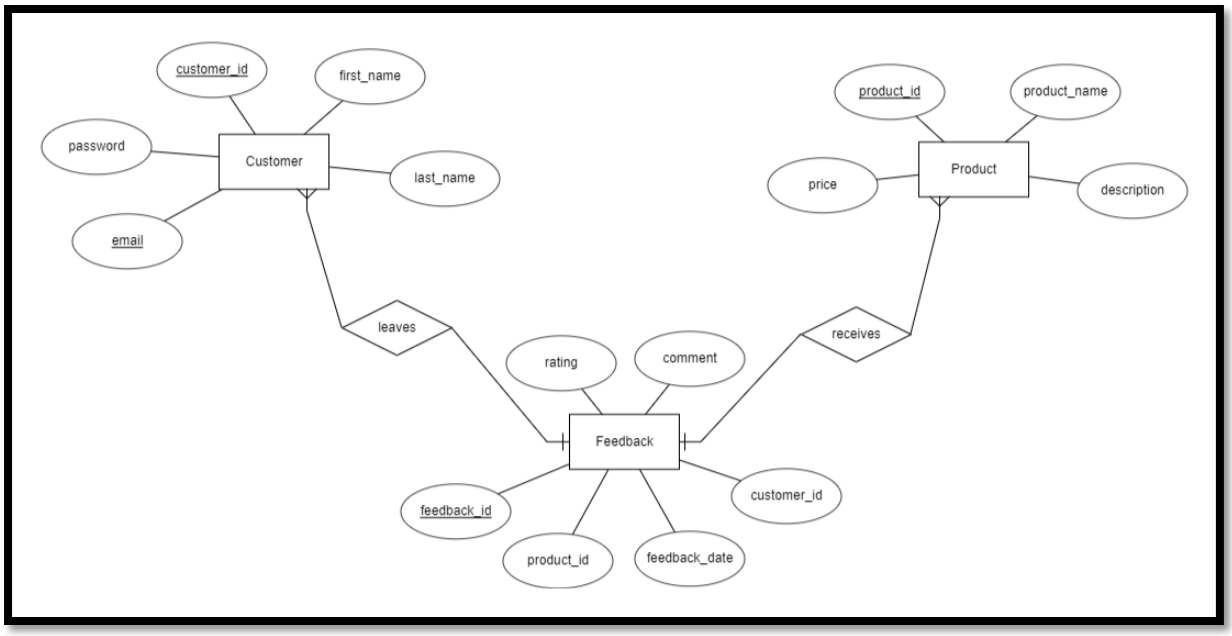
The Online Customer Feedback System project comprises the development of a web-based application to streamline the feedback collection process for businesses. The system consists of three main components: the frontend user interface, backend server-side logic, and a mySQL database using PHP for data storage.

The frontend interface provides users with intuitive navigation and user-friendly forms to leave feedback, and visualize existing feedback. It is built using HTML, CSS, and JavaScript, ensuring compatibility across various devices and browsers.

The backend logic, implemented in PHP, handles API requests from the frontend, retrieves data from the mySQL database, and performs necessary operations such as fetching products, retrieving feedback, and adding new feedback entries. It ensures seamless communication between the frontend interface and the database.

The mySQL database stores information about customers, products, and feedback entries, maintaining data integrity and enabling efficient data retrieval and analysis. It is designed with appropriate tables, constraints, and relationships to ensure optimal performance and scalability.

Database Schema (ER Diagram)



SQL Queries:

Table structure for table `poll`

```
CREATE TABLE `poll` (
  `id` int(11) NOT NULL,
  `name` text NOT NULL,
  `email` text NOT NULL,
  `phone` text NOT NULL,
  `feedback` text NOT NULL,
  `suggestions` text NOT NULL
) ENGINE=InnoDB DEFAULT CHARSET=latin1;
```

Table structure for table `user`

```
CREATE TABLE `user` (
```

```
  `id` int(11) NOT NULL,
  `email` text NOT NULL,
  `passsword` text NOT NULL
) ENGINE=InnoDB DEFAULT CHARSET=latin1;
 Dumping data for table `user`

INSERT INTO `user` (`id`, `email`, `passsword`) VALUES
(1, 'Nevin&Paritosh', 'DBMS@123');
 Indexes for dumped tables
 Indexes for table `poll`
ALTER TABLE `poll`
  ADD PRIMARY KEY (`id`);
 Indexes for table `user`
ALTER TABLE `user`
  ADD PRIMARY KEY (`id`);
 AUTO_INCREMENT for dumped tables
 AUTO_INCREMENT for table `poll`
ALTER TABLE `poll`
  MODIFY `id` int(11) NOT NULL AUTO_INCREMENT;
 AUTO_INCREMENT for table `user`
ALTER TABLE `user`
MODIFY `id` int(11) NOT NULL AUTO_INCREMENT,
AUTO_INCREMENT=2;
```

HTML code for feedback page:

```
<html>

<head>

<title>Online Feedback System</title>

<meta name="viewport" content="width=device-width,
initial-scale=1">

<meta http-equiv="Content-Type" content="text/html;
charset=utf-8" />

<meta name="keywords" content="Elegant Feedback Form
Responsive web template, Bootstrap Web Templates, Flat Web
Templates, Android Compatible web template, Smartphone
Compatible web template, free webdesigns for Nokia,
Samsung, LG, SonyEricsson, Motorola web design" />

<script type="application/x-javascript">
addEventListener("load", function() {
setTimeout(hideURLbar, 0); }, false);

function hideURLbar(){ window.scrollTo(0,1); } </script>

<link href="css/style1.css" rel="stylesheet" type="text/css"
media="all" />

<link
href="//fonts.googleapis.com/css?family=Montserrat:400,700
" rel="stylesheet">

</head>

<body class="agileits_w3layouts">

<h1 class="agile_head text-center">Feedback Form</h1>

<div class="logo"></div>
```

<h3>Please help us to serve you better by taking a couple of minutes. </h3>

<form action="feedback.php" method="post" class="agile_form">

<h2>How satisfied were you with our Service?</h2>

<ul class="agile_info_select">

<li><input type="radio" name="view" value="excellent" id="excellent" required>

<label for="excellent">excellent</label>

</li>

<li><input type="radio" name="view" value="good" id="good">

<label for="good"> good</label>

</li>

<li><input type="radio" name="view" value="neutral" id="neutral">

<label for="neutral">neutral</label>

</li>

<li><input type="radio" name="view" value="poor" id="poor">

<label for="poor">poor</label>

</li>

</ul>

<h2>If you have specific feedback, please write to us...</h2>

<textarea placeholder="Additional comments" class="w3l_summary" name="comments" required=""></textarea>

<input type="text" placeholder="Your Name (optional)" name="name" />

<input type="email" placeholder="Your Email (optional)" name="email"/>

<input type="text" placeholder="Your Number (optional)" name="num" />

<input type="submit" value="submit Feedback" class="agileinfo" />

</form>

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</body>

</html>

HTML code for admin login page:

```
<!DOCTYPE html>
<html lang="en" >
<head>
  <meta charset="UTF-8">
  <title>Admin Login</title>
  <script
src="https://cdnjs.cloudflare.com/ajax/libs/modernizr/2.8.3/modernizr.min.js" type="text/javascript"></script>
    <link rel="stylesheet"
href="https://cdnjs.cloudflare.com/ajax/libs/normalize/5.0.0/normalize.min.css">
      <link rel="stylesheet" href="css/style2.css">
</head>
<body>
<div class="lognev">
  <div class="log-form">
  <h2><h1>Login to admin account</h1></h2>
  <form action="checklogin.php" method="POST">
    <ul>
    <li><h1><U>username</U></h1></li>
    </ul>
    <input type="text" title="username"
placeholder="username" name="username" />
```

```
    <ul>
      <li><h1><U>Password</U></h1></li>
      </ul>
    <input type="password" title="username"
placeholder="password" name="password" />
    <input type="submit" name="login" value="Login">
  </form>
</div>
</div>
  <script
src='http://cdnjs.cloudflare.com/ajax/libs/jquery/2.1.3/jquery.
min.js'></script>
</body>
</html>
```

CSS code:

```
@font-face {
  font-family: 'Open Sans';
  font-style: normal;
  font-weight: 300;
  src: local('Open Sans Light'), local('OpenSans-Light'),
url(https://fonts.gstatic.com/s/opensans/v16/mem5YaGs126Mi
ZpBA-UN_r8OUuhs.ttf) format('truetype');
}
```

```
@font-face {
  font-family: 'Open Sans';
  font-style: normal;
  font-weight: 400;
  src: local('Open Sans Regular'), local('OpenSans-Regular'),
url(https://fonts.gstatic.com/s/opensans/v16/mem8YaGs126Mi
ZpBA-UFVZ0e.ttf) format('truetype');
}
@font-face {
  font-family: 'Open Sans';
  font-style: normal;
  font-weight: 600;
  src: local('Open Sans SemiBold'), local('OpenSans-
SemiBold'),
url(https://fonts.gstatic.com/s/opensans/v16/mem5YaGs126Mi
ZpBA-UNirkOUuhs.ttf) format('truetype');
}
@font-face {
  font-family: 'Open Sans Condensed';
  font-style: normal;
  font-weight: 300;
  src: local('Open Sans Condensed Light'),
local('OpenSansCondensed-Light'),
url(https://fonts.gstatic.com/s/opensanscondensed/v13/z7NFd
```

```
QDnbTkabZAIOl9il_O6KJj73e7Ff1GhDuXMQg.ttf)
format('truetype');
}
@font-face {
  font-family: 'Open Sans Condensed';
  font-style: normal;
  font-weight: 700;
  src: local('Open Sans Condensed Bold'),
local('OpenSansCondensed-Bold'),
url(https://fonts.gstatic.com/s/opensanscondensed/v13/z7NFd
QDnbTkabZAIOl9il_O6KJj73e7Ff0GmDuXMQg.ttf)
format('truetype');
}
* {
  box-sizing: border-box;
}
body {
  font-family: 'open sans', helvetica, arial, sans;
  background: url(try3.gif) no-repeat center center fixed;
  -webkit-background-size: cover;
  -moz-background-size: cover;
  -o-background-size: cover;
  background-size: cover;
  margin: 0;
```

```
  padding: 0;
  display: flex;
  justify-content: center;
  align-items: center;
  height: 100vh;
  animation: gradient 15s ease infinite;
}
@keyframes gradient {
  0% {
    background-color: #ff0000;
  }
  50% {
    background-color: #00ff00;
  }
  100% {
    background-color: #0000ff;
  }
}
.log-form {
  width: 40%;
  min-width: 650px;
  max-width: 700px;
  min-height: 700px;
```

```
  background: url(try1.gif);
  background-size: cover;
  position: absolute;
  top: 50%;
  left: 50%;
  -webkit-transform: translate(-50%, -50%);
  -moz-transform: translate(-50%, -50%);
  -o-transform: translate(-50%, -50%);
  -ms-transform: translate(-50%, -50%);
  transform: translate(-50%, -50%);
  box-shadow: 0px 2px 5px rgba(0, 0, 0, 0.25);
  transition: width 7s ease-in, height 7s ease-in;
}
@media (max-width: 40em) {
  .log-form {
     width: 95%;
     position: relative;
     border-radius: 13px;
     border: 1px solid #f1ff2d;
     margin: 2.5% auto 0 auto;
     left: 0%;
     -webkit-transform: translate(0%, 0%);
     -moz-transform: translate(0%, 0%);
```

```
      -o-transform: translate(0%, 0%);
      -ms-transform: translate(0%, 0%);
      transform: translate(0%, 0%);
  }
}
.log-form form {
  display: block;
  width: 100%;
  padding: 2em;
}
h1 {
font-size: 25px;
text-transform: uppercase;
font-family: 'Gambetta', serif;
background-color: #0b0080;
letter-spacing: -3px;
transition: 700ms ease;
font-variation-settings: "wght" 311;
margin-bottom: 0.8rem;
color: rgb(255, 234, 0) !important;
outline: none;
text-align: left;
padding:20px;
```

```
word-spacing: 2px;
animation: pulse 2s infinite;
}
h1:hover {
font-variation-settings: "wght" 582;
letter-spacing: 1px;
}
@keyframes pulse {
0% {
  border-color: #FFD700;
  box-shadow: 0 0 10px #FFD700;
}
50% {
  border-color: #FFD700;
  box-shadow: 0 0 20px #FFD700;
}
100% {
  border-color: #FFD700;
  box-shadow: 0 0 10px #FFD700;
}
}
.log-form h2 {
  color: #5d5d5d;
```

```
  font-family: 'open sans condensed';
  font-size: 1.35em;
  display: block;
  border-top-right-radius: 7px;
  border-top-left-radius: 7px;
  background: #2a2a2a;
  width: 100%;
  text-transform: uppercase;
  padding: 0.75em 1em 0.75em 1.5em;
  box-shadow: inset 0px 1px 1px rgba(255, 255, 255, 0.05);
  border: 1px solid #220b0b;
  margin: 0;
  font-weight: 200;
}
.log-form input {
  display: block;
  margin: auto auto;
  width: 100%;
  border-radius: 15px;
  margin-bottom: 2em;
  padding: 0.5em 0;
  border: none;
  border-bottom: 1px solid #eaeaea;
```

```
  padding-bottom: 1.25em;
  color: #757575;
  border-color: #800000;
  border-width: 5px;
}
.log-form input:focus {
  outline: none;
  border-width: 5px;
}
.log-form .btn {
  display: inline-block;
  background: #1fb5bf;
  border: 1px solid #1ba0a9;
  padding: 0.5em 2em;
  color: white;
  margin-right: 0.5em;
  box-shadow: inset 0px 1px 0px rgba(255, 255, 255, 0.2);
}
.log-form .btn:hover {
  background: #23cad5;
}
.log-form .btn:active {
  background: #1fb5bf;
```

```
  box-shadow: inset 0px 1px 1px rgba(0, 0, 0, 0.1);
}
.log-form .btn:focus {
  outline: none;
}
.log-form .forgot {
  color: #33d3de;
  line-height: 0.5em;
  position: relative;
  top: 2.5em;
  text-decoration: none;
  font-size: 0.75em;
  margin: 0;
  padding: 0;
  float: right;
}
.log-form .forgot:hover {
  color: #1ba0a9;
}
.lognev{
  border-radius: 13px;
  border-color: #f1ff2d;
}
```

PHP code for feedback page:

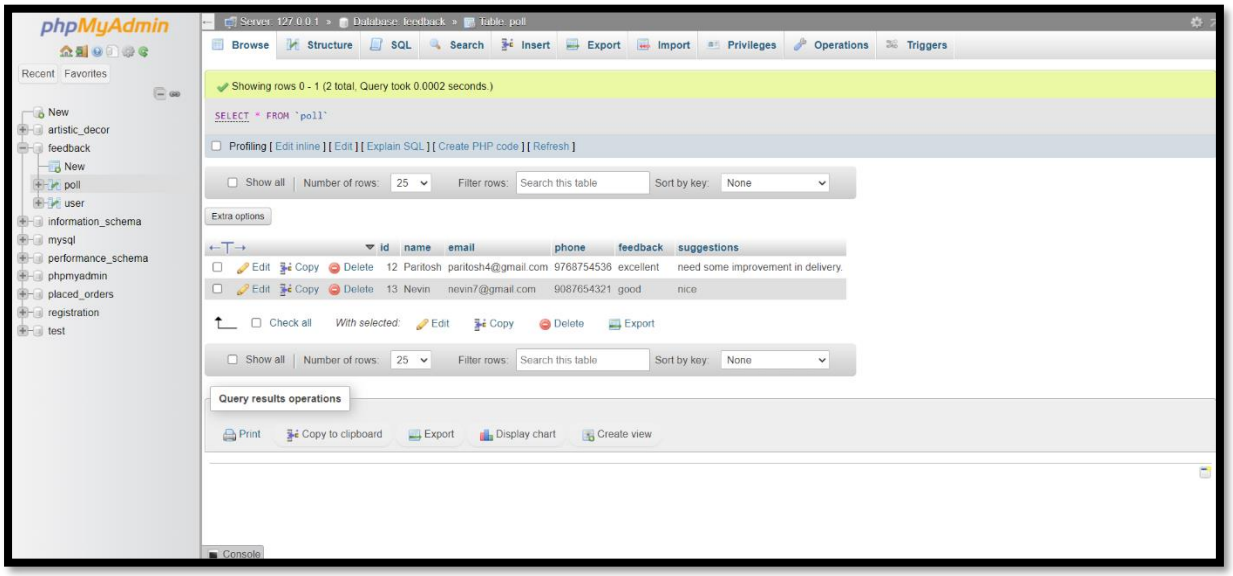
```
<?php
ob_start();
require 'config.php';
$view = $_POST['view'];
$name = $_POST['name'];
$comments = $_POST['comments'];
$email = $_POST['email'];
$num = $_POST['num'];
$query = mysqli_query($con, "INSERT INTO `poll`(`id`, `name`, `email`, `phone`, `feedback`, `suggestions`) VALUES ('','$name','$email','$num','$view','$comments')");
echo '<script>alert("Thank You..! Your Feedback is Valuable to Us"); location.replace(document.referrer);</script>';
?>
```

PHP code for admin login page:

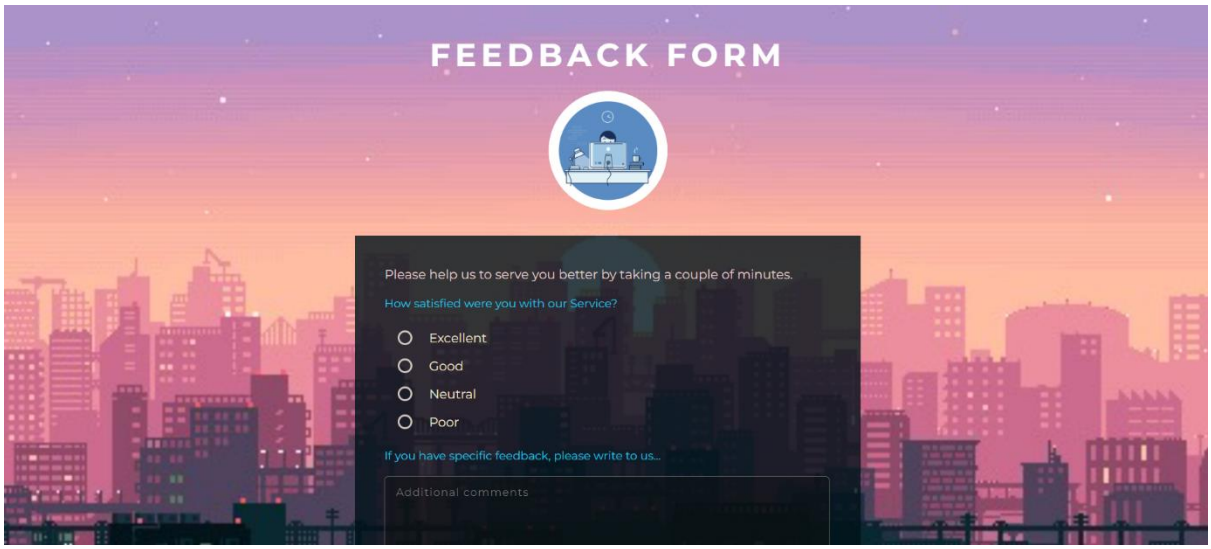
```
<?php
session_start();
ob_start();
require ('config.php');
$username = $_POST['username'];
$password = $_POST['password'];
```

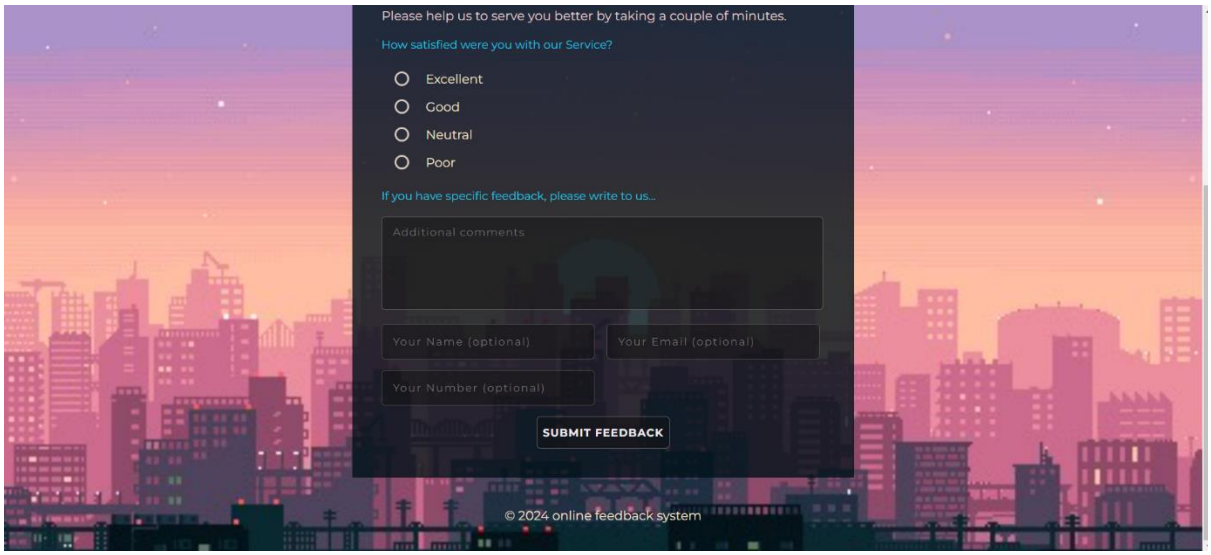
```
$query = "SELECT * FROM `user` WHERE username =
'$username' AND passsword = '$password'";
$result_query = mysqli_query($con, $query);
$row = mysqli_fetch_array($result_query);
$count_query = mysqli_num_rows($result_query);
if ($count_query != 0)
        {
        $sessionemail = $row['username'];
        $_SESSION['login_user']= $sessionemail;
    header("Location: mainpage.php");
        exit();
        }
else {
                echo '<script>alert("Incorrect Credentials
Entered"); location.replace(document.referrer);</script>';
    }
?>
```

Feedbacks stored in database (phpMyAdmin)

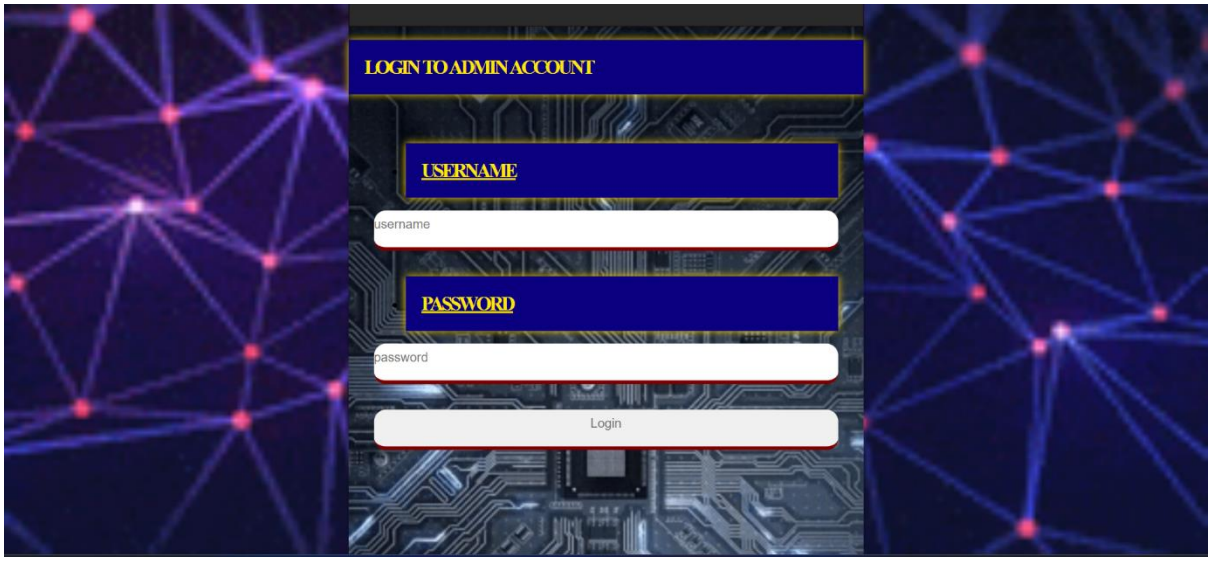


Feedback Page





Admin Login Page



Retrieving the Feedback of Customers

Conclusion:

Overall, the Online Customer Feedback System provides a comprehensive solution for businesses to collect, manage, and analyze customer feedback effectively. By leveraging this system, businesses can gain valuable insights into customer preferences and sentiments, driving continuous improvement and enhancing customer satisfaction.