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| **SimpliLearn Capstone Project: ComplaintRedressalSystem Complaint Management System for ABC telecom Ltd.**  **Submitted by: SEEMA BHUYAN** |
| GitHub Project Repository URL :  <https://github.com/Seema-beep/SimplilearnComplaintRedressalSystemJobReadyPhase.git> |
| **Login Page:** |
| **Customer Screen:** |
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| **Create a Complaint:** |
| **Complaint Acknowledgement:** |
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| **Manager Screen – View all tickets:** |
| **View Complaint data:** |
| **View open tickets:** |

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| **Assign Engineer:** |
| **Engineer Screen – View all engineer tickets:** |

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| **View Complaint data:** |
| **View Open tickets:** |
| **Change Status:** |

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| **Customer – View all complaints:** |
| **Customer – Give Feedback:** |

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| **Raise Ticket again against closed or escalated ticket:** |
| **Admin Panel – view all users:** |

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| **Add user:** |
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| **View all complaints:** |
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| **View all tickets:** |
| **Assign manager:** |
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| **All pincodes, pincode wise managers and engineers:** |
| **Add pin:** |
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