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| STUDENT NAME: |  |

| Task | Due Date | Done | Initials |
| --- | --- | --- | --- |
| Deciding the problem statement and getting the requirements clear. Get started with the design of the website | July 25 | ☐ |  |
| Completion of the design and submission of design on the paper | August 1 | ☐ |  |
| Making of the web pages for the website including Admin Module | August 8 | ☐ |  |
| Making of web pages for the website including Employee Module | August 22 | ☐ |  |
| Making of web pages related to Student and Customer module | August 29 | ☐ |  |
| Make the website responsive | September 12 | ☐ |  |
| Make a database ready and populate database | September 19 | ☐ |  |
| Database connection to the web application | September 26 | ☐ |  |
| Testing of the web application | October 3 | ☐ |  |

**Problem Statement**

Themain idea is to implement an online system for managing the internet customers and complaint system for customers for raising complaints on the issues related to ISP provider and provide best customer care service for users using this application. There are many Internet security providers in a country that will provide internet services for users on different packages. Basically ISP works on three connections, Dial Up using telephone service, Broad band and wireless connections.

**Features:**

* Admin manages the whole system by performing task such as adding/viewing/editing/deleting employee details.
* System allows admin to add customer details and predict the internet plans based on their business type, region or age.
* Internet plan expiry dates of each customer will be displayed to admin if the plan is expiring in 5 days.
* All the complaint details will be displayed to the admin as well as employee to enter the complaint resolution.
* Employee can login using valid id and password which is provided by the admin.
* After login, employee can view all the unsolved complaints received from the customers.
* After resolving the complaint, employee can update the provided resolution and close the complaint.
* Once the complaint is closed, an email will be sent to customer will resolution details.
* After receiving the mail, customer can view the resolution and can rate accordingly.
* Admin can view the report of complaint resolution provided by the employee. Report will be displayed in the form of pie chart.
* Modules:

The system comprises of 3 major modules with their sub-modules as follows:

1. **Admin:**
   1. **Login:** Admin need to login first to access below given modules.
   2. **Add/View/Edit/Delete Employee:** Can register new employee into the system and also can view/edit/delete the added employee details.
   3. **Add/View/Edit/Delete Customer:** Can register new customer into the system and also can view/edit/delete the added customer details. Also expiry date of plan is displayed.
   4. **View Complaints:** Can view complaints received from the registered customers.
   5. **View Employee Report:** Admin can view a graphical representation of employee’s resolution on complaint based on customers rating.
2. **Employee:**
   1. **Login:** Employee need to login using valid credentials provided by the admin.
   2. **View and Solve Complaint:** All the unsolved complaints will be displayed to employee after login. Employees can update the complaint by mentioning the provided resolution on customer’s complaint and can close it. Once the complaint is close, an email will be sent to the customer with resolution details.
3. **Customer:**
   1. **View Email:** Customer will receive an email regarding their complaint resolution. Here, customer can rate the resolution provided to them. Rating can be done between 1 as minimum and 5 as maximum.

**Things to be done for the given problem statement:**

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| **Expt. No** | **Experiment Title** |
|  | 1. Installation and Setting of LAMP / WAMP / XAMP. 2. Develop a Prototype of the selected problem statement (UI and UX) |
|  | Design and Implement web pages using HTML5 and CSS3 on the given problem statement and enhance the web page using bootstrap |
|  | Design Form using javascript / HTML/ JQuery with client-side validations on the given problem statement |
|  | Design Interactive web pages using PHP (any framework) with database connectivity to MySQL / PostgreSQL on the given problem statement. |
|  | Design and Implement web pages with PHP and Ajax on the given problem statement |

**Additional instructions**

1. Evaluation of the project will be done on the weekly basis
2. There has to be a database/data store where you will store data and connect web application to it
3. You are free to use any other technology in addition to the technologies specified above