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# **CLIENT QUERY MANAGEMENT SYSTEM**

By Shigil S

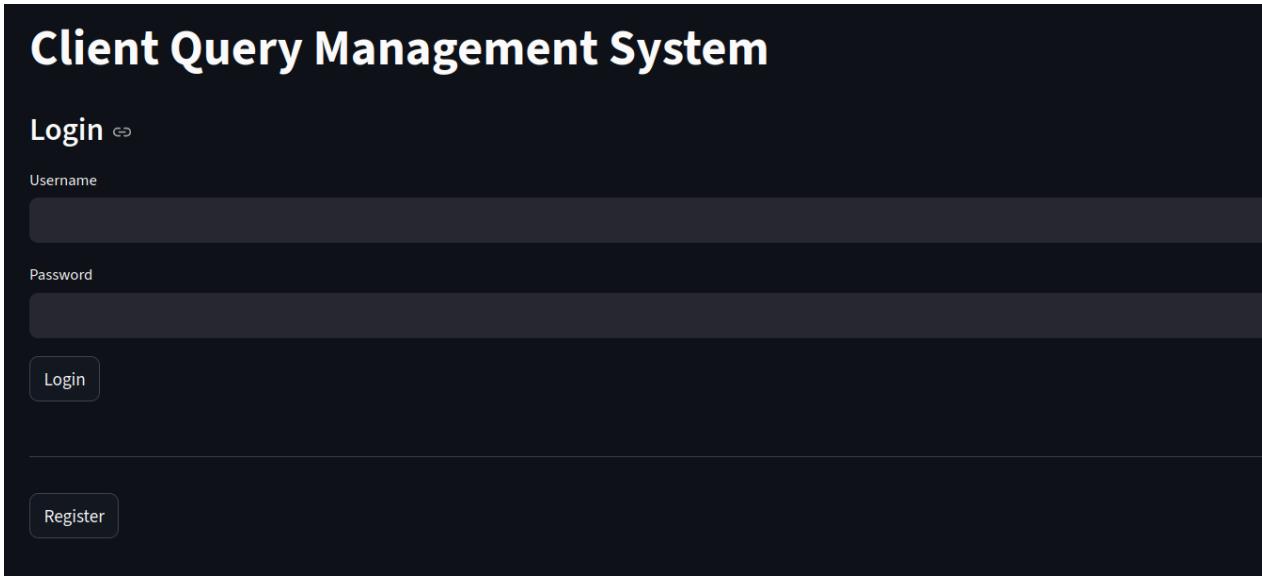
# INTRODUCTION

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- Overview of a web-based platform designed to manage client queries efficiently.
- Key features include user authentication, role-based access, query tracking, and analytics.

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# USER AUTHENTICATION INTERFACES



## Login Screen

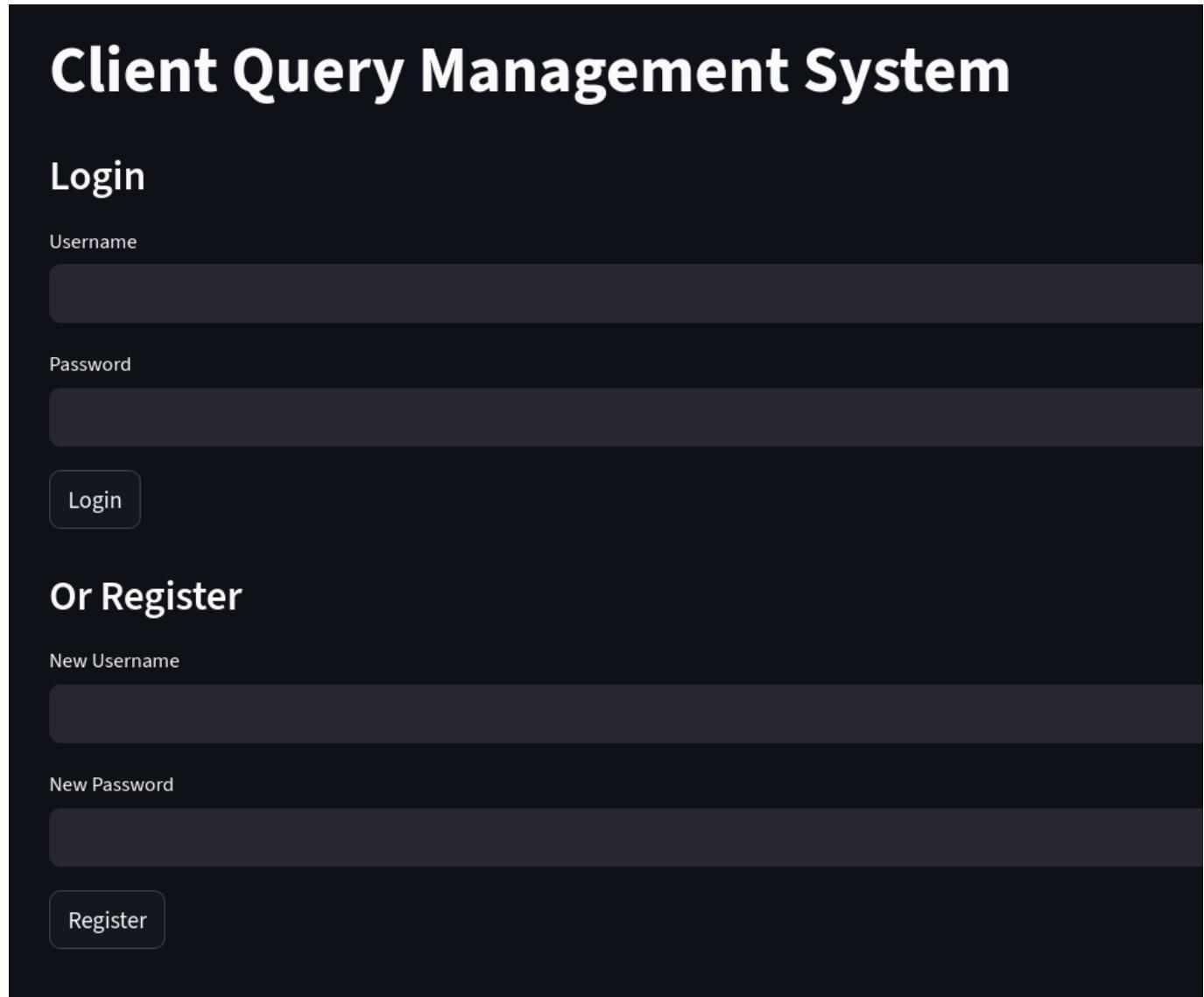
- Fields: Username and Password (with visibility toggle).
- Actions: Login and Register.

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# USER AUTHENTICATION INTERFACES

## Registration Screen

- Fields: New Username and New Password.
- Actions: Create Account and Back to Login.



# ADMIN DASHBOARD

## User Role Management

- Sidebar: Displays logged-in admin and logout option.
- Table: Lists all users with their roles (admin, client, support).
- Role Assignment: Form to update user roles via dropdown.

Admin Dashboard ↵

All Users:

ID	Username
0	admin_user
1	client_user
2	support_user
3	Shigil

Assign Role to User

Username to Update Role

Select Role

admin

Update Role

A screenshot of a dark-themed web application interface titled "Admin Dashboard". At the top, there's a back arrow icon. Below it, the heading "All Users:" is displayed above a table. The table has two columns: "ID" and "Username". It lists five users: ID 0 (admin\_user), ID 1 (client\_user), ID 2 (support\_user), ID 3 (Shigil), and ID 4 (which is partially visible). Below the table, there's a section titled "Assign Role to User" with a "Username to Update Role" input field containing the placeholder text "Shigil". Underneath this is a "Select Role" dropdown menu with the option "admin" selected. At the bottom of this section is a "Update Role" button.

# QUERY SUBMISSION & TRACKING

### Submit New Query

Email

Mobile Number

Query Heading

Query Description

### My Queries

	Query ID	Client ID	Email	Mobile Number	Query Heading	Query Description	Status	Created Time	Closed Time
0	Q5201	2	client@example.com	5289756263	Project	Should i Need add the data	Open	2025-12-04 09:47:05	None

### Submit New Query

- Input fields: Email, Mobile Number, Query Heading, Query Description.
- Action: Submit Query.

### My Queries Table

- Displays user's submitted queries.
- Columns: Query ID, Client ID, Email, Mobile Number, Heading, Description, Status, Created Time, Closed Time.
- Example: Query Q5201 is open and awaiting resolution.

## Support Dashboard

	Query ID	Email	Mobile Number	Query Heading	Query Description	Status	Created Time	Closed Time
0	Q0001	shigel@example.com	1234567890	Bug Report	Tab focus jumps incorrectly.	Closed	2025-12-02 14:14:56	2025-12-02 14:15:31
1	Q0002	edward91@example.net	6369365581	Bug Report	Form validation not working properly.	Closed	2025-07-22 00:00:00	2025-08-01 00:00:00
2	Q0003	cookmason@example.org	2686615523	Account Suspension	Need help lifting restrictions.	Closed	2025-06-18 00:00:00	2025-06-19 00:00:00
3	Q0004	wtaylor@example.com	4753393384	Data Export	Need monthly data dump in CSV.	Closed	2025-02-25 00:00:00	2025-03-07 00:00:00
4	Q0005	rmoore@example.net	8523755943	UI Feedback	Icons not intuitive.	Closed	2025-06-19 00:00:00	2025-06-20 00:00:00
5	Q0006	carrollamanda@example.net	5114031913	Technical Support	Graphs not rendering properly.	Closed	2025-05-12 00:00:00	2025-05-26 00:00:00
6	Q0007	chavezlouis@example.com	5120344433	Account Suspension	How do I appeal a suspension?	Closed	2025-04-05 00:00:00	2025-04-12 00:00:00
7	Q0008	monica93@example.net	9214400119	Billing Problem	Promo code was not applied.	Closed	2025-06-10 00:00:00	2025-06-12 00:00:00

# SUPPORT DASHBOARD

## All Queries Table

- Comprehensive list of all support queries.
- Columns: Query ID, Email, Mobile Number, Heading, Description, Status, Created Time, Closed Time.
- All queries shown are marked as "Closed".
- Covers issues like bug reports, account suspensions, billing problems, and feature requests.

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# ANALYTICS & STATUS MANAGEMENT

## Update Query Status

- Form: Enter Query ID and select new status.
- Action: Update Status.

# Update Query Status

Enter Query ID

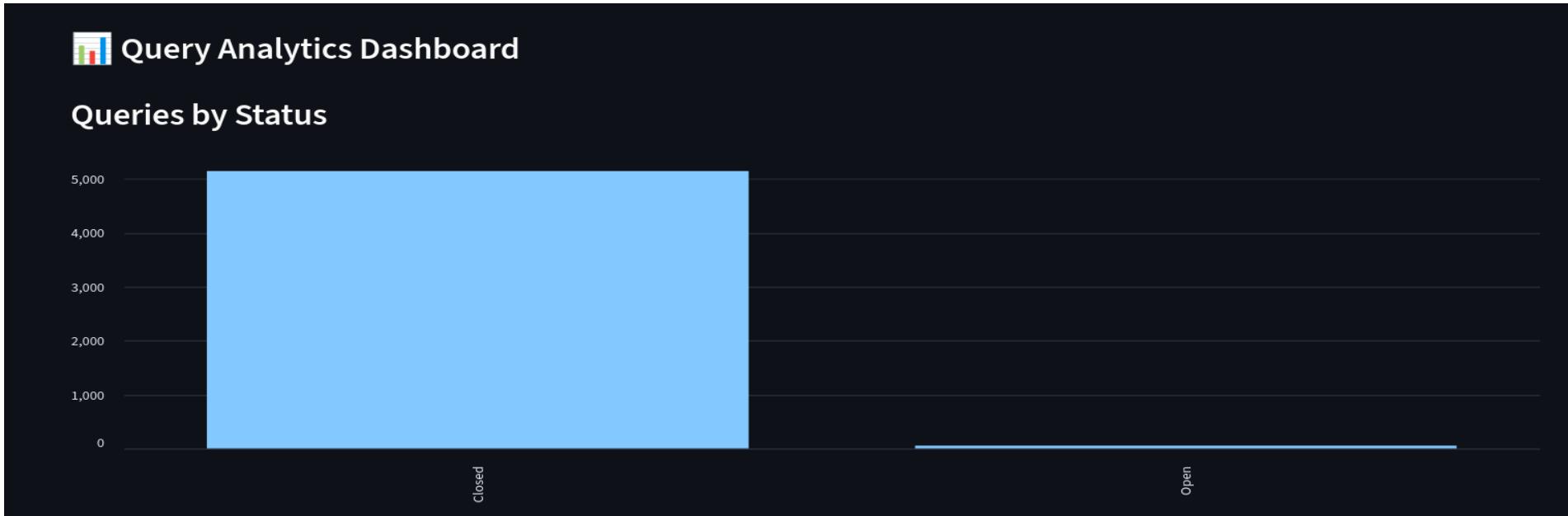
Select Status

Open

Update Status

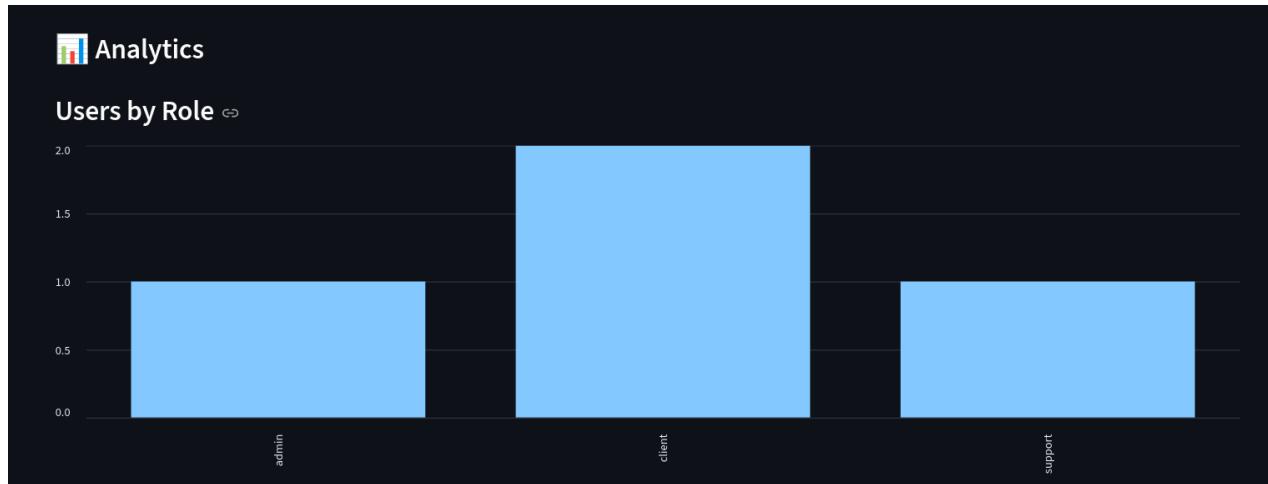
# QUERY ANALYTICS DASHBOARD

- Bar chart: Displays number of queries by status (e.g., Open, Closed).
- Visual insights into query resolution trends.



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# USERS BY ROLE CHART



Bar chart showing user distribution:

- Admin
  - Client
  - Support
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# CONCLUSION

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- The system provides a streamlined approach to managing client interactions.
- Benefits include clear role management, efficient query tracking, and actionable analytics.