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# CLIENT QUERY MANAGEMENT SYSTEM

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# 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



The mockup shows a dark-themed login interface. At the top left, the title 'Client Query Management System' is displayed in a bold, light-colored font. Below the title, the word 'Login' is followed by a small eye icon. Underneath, the label 'Username' is positioned above a dark input field. Below that, the label 'Password' is positioned above another dark input field. A 'Login' button is located below the password field, and a 'Register' button is located further down, separated by a horizontal line.

## Login Screen

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

# Register

New Username

New Password

Create Account

Back to Login

## USER AUTHENTICATION INTERFACES

### Registration Screen

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

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# 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		1	admin_user
1		2	client_user
2		3	support_user
3		4	Shigil

#### Assign Role to User

Username to Update Role

Select Role

admin

Update Role

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# QUERY SUBMISSION & TRACKING

### Submit New Query

Email

Mobile Number

Query Heading

Query Description

Submit Query

### 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.
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# Support Dashboard

	Query ID	Email	Mobile Number	Query Heading	Query Description	Status	Created Time	Closed Time
0	Q0001	shigil@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

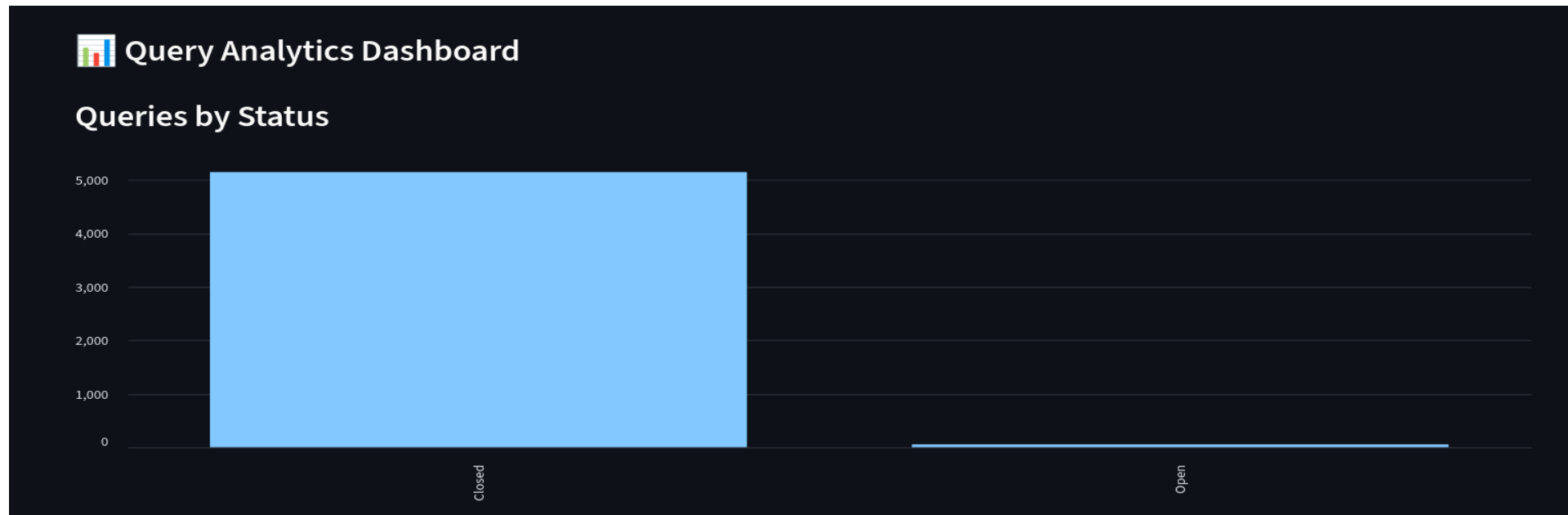
Update Status



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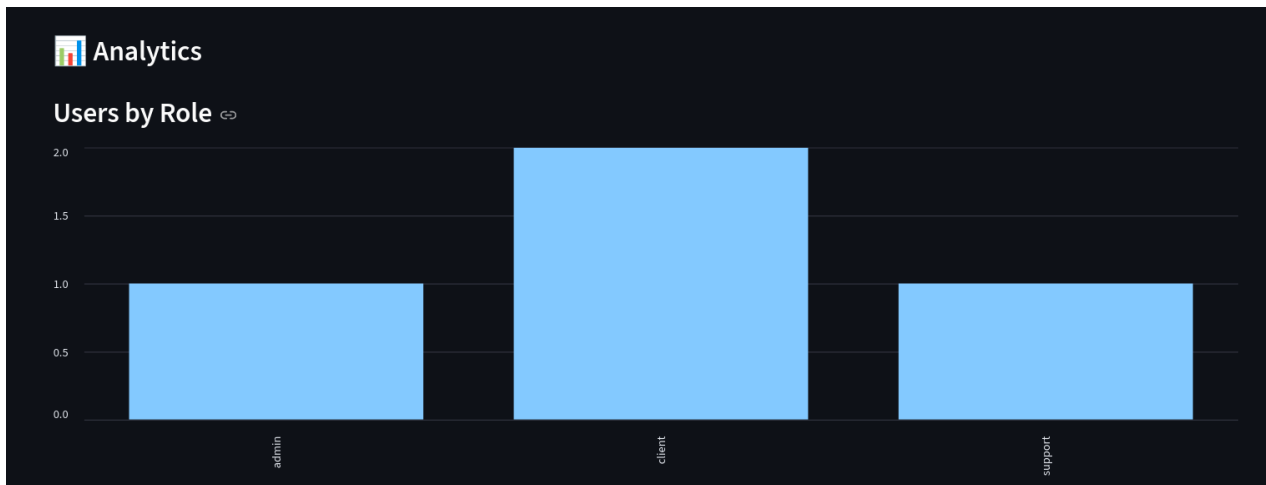
# QUERY ANALYTICS DASHBOARD

- 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

# 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.