
CLIENT QUERY MANAGEMENT SYSTEM

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INTRODUCTION

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

USER AUTHENTICATION INTERFACES

A dark-themed user authentication interface for a 'Client Query Management System'. The title is in bold white text. Below it, the word 'Login' is followed by a small eye icon. There are two input fields: 'Username' and 'Password', both with light gray borders. Below the 'Username' field is a 'Login' button, and below the 'Password' field is a 'Register' button. Both buttons are light gray with rounded corners.

Client Query Management System

Login 

Username

Password

Login

Register

Login Screen

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

USER AUTHENTICATION INTERFACES

Registration Screen

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

The image shows a dark-themed user interface for a 'Client Query Management System'. It features two main sections: 'Login' and 'Or Register'. The 'Login' section has input fields for 'Username' and 'Password', followed by a 'Login' button. The 'Or Register' section has input fields for 'New Username' and 'New Password', followed by a 'Register' button. The text is white on a dark background, and the input fields are dark gray.

Client Query Management System

Login

Username

Password

Login

Or Register

New Username

New Password

Register

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

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.

ANALYTICS & STATUS MANAGEMENT

Update Query Status

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

Update Query Status

Enter Query ID

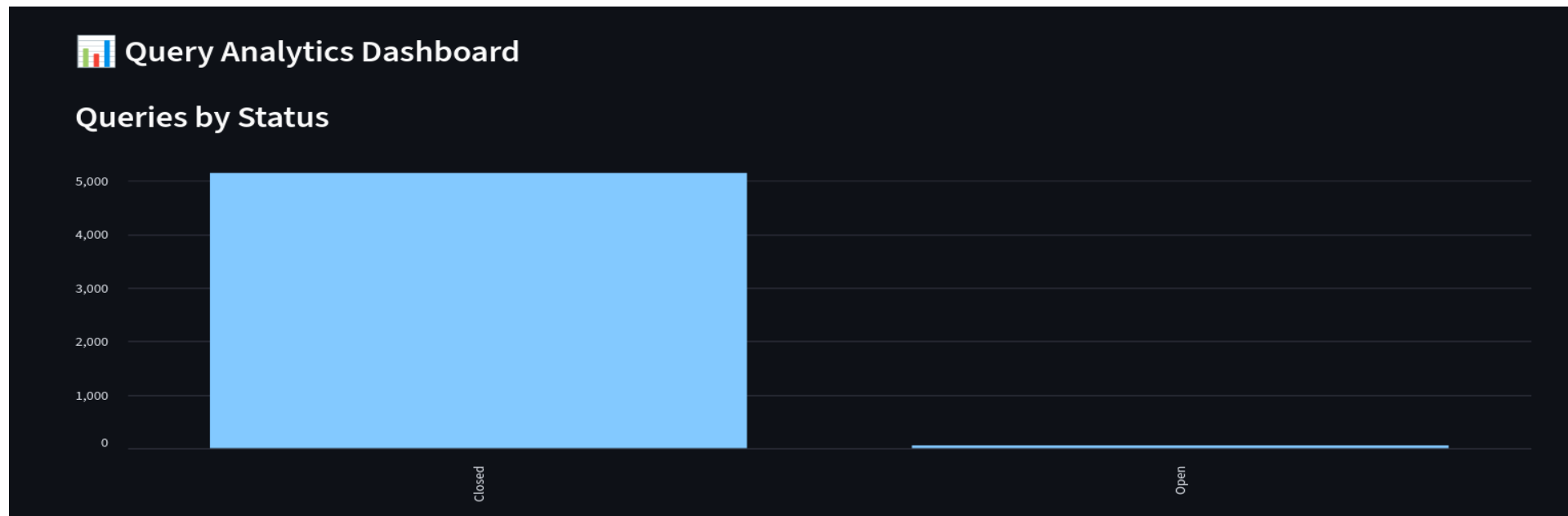
Select Status

Open

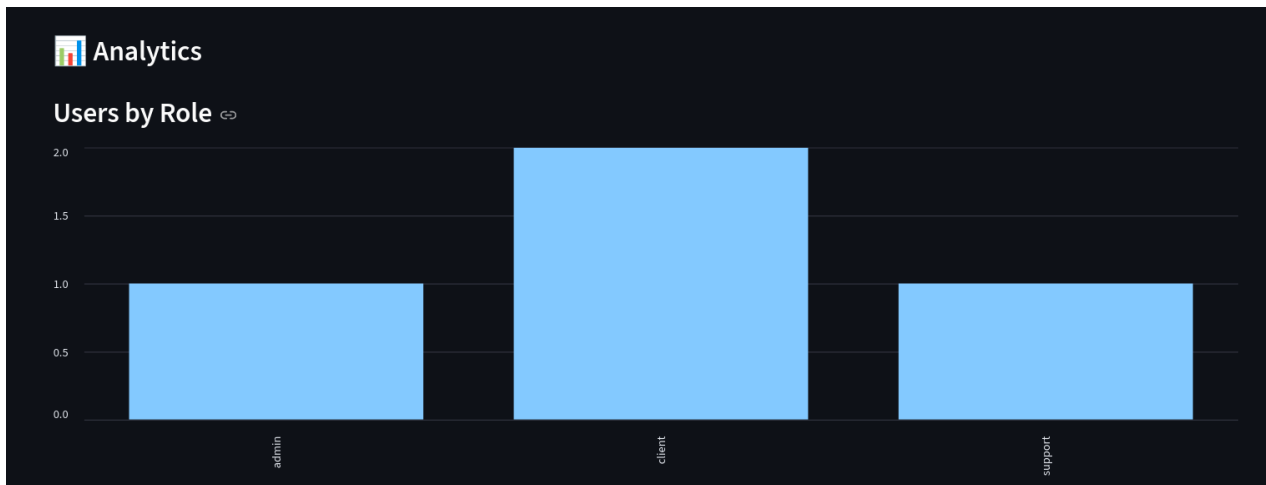
Update Status

QUERY ANALYTICS DASHBOARD

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



USERS BY ROLE CHART



Bar chart showing user distribution:

- Admin
- Client
- Support

CONCLUSION

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