ONLINE COMPLAINT REGISTRATION AND MANAGEMENT SYSTEM

TEAM MEMBERS:

SIVARANJINI. S-310821104091

SURESHKUMAR.B-310821104096

NITYA POOJAA. T-310821104065

VISHAL ESHWAR.D-310821104115

INTRODUCTION:

- An online complaint registration and management system is a software application or platform that allows individuals or organizations to submit and track complaints or issues they have encountered.
- Hardware used is Windows machine.
- Software used are two web browser.
- System used are Bandwidth of 30mbps.

Project Overview:

PURPOSE :

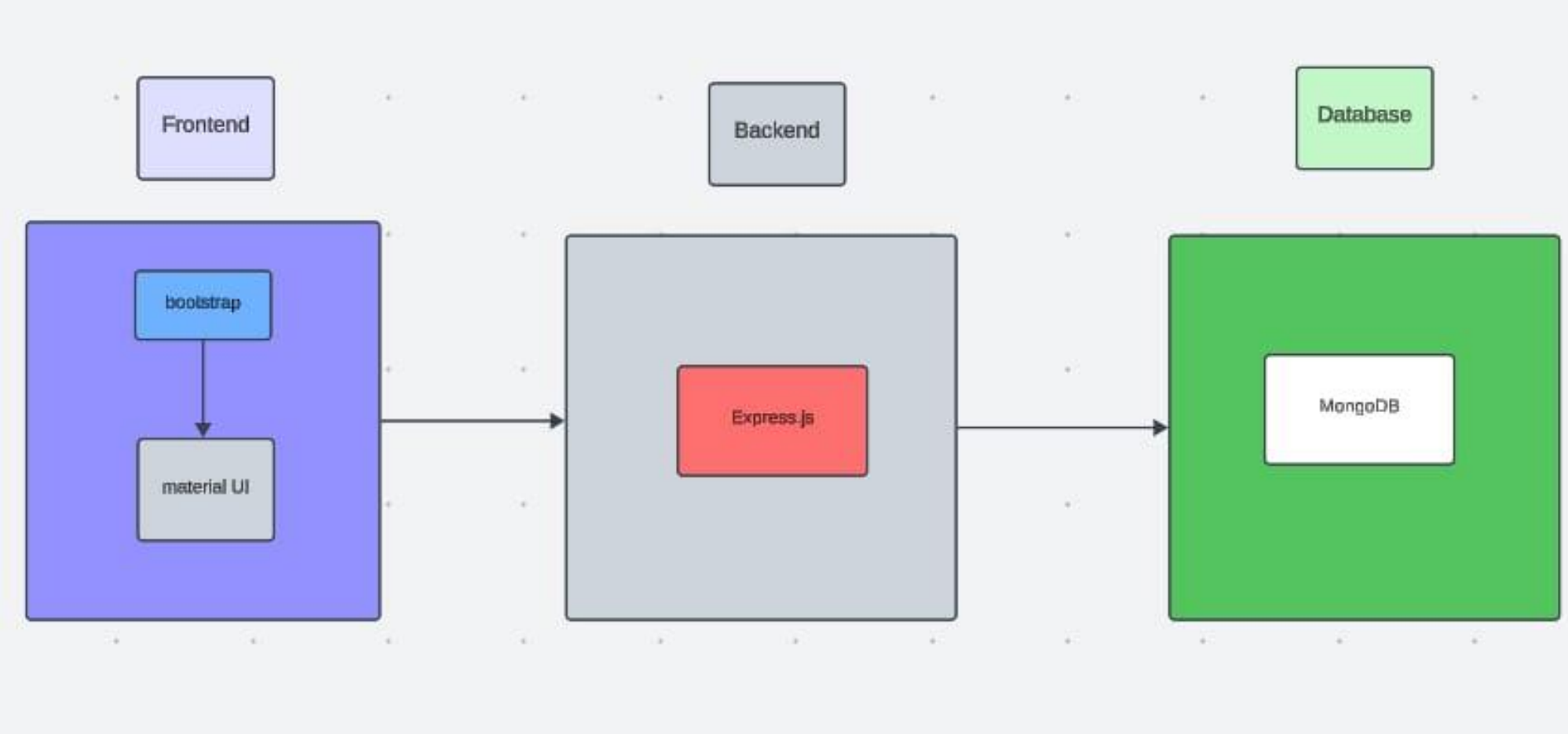
- It can help optimize the complaint handling process and empower organizations to develop a safety management system to efficiently resolve customer complaints, while staying in line with industry guidelines and regulatory compliance obligations.
- It provides a centralized platform for managing complaints, streamlining the complaint resolution process, and improving customer satisfaction.

PROJECT OVERVIEW :

KEY OBJECTIVES :

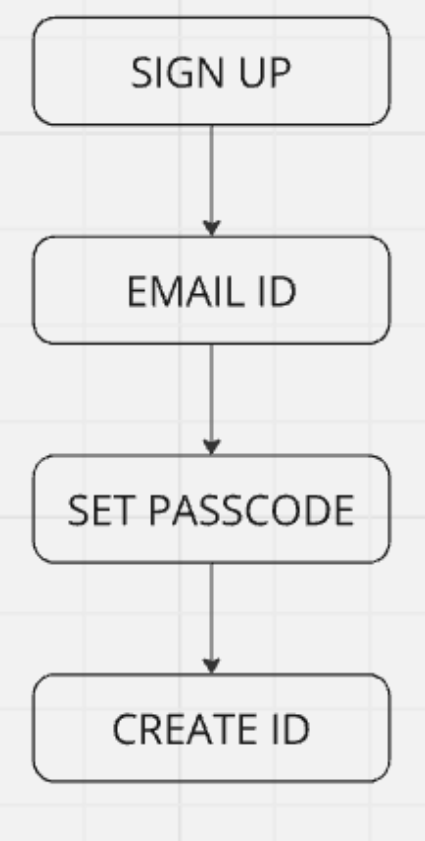
- User registration
- Complaint submission
- Tracking and notifications
- User can interact with the agent who has assigned the complaint.
- Assigning and routing complaints
- Security and confidentiality

ARCHITECTURE :

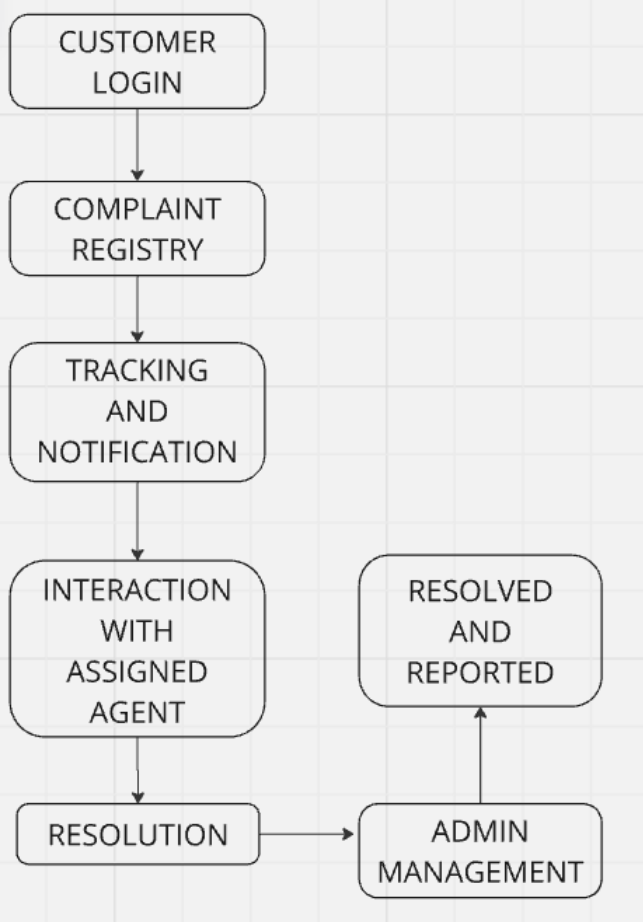


FLOWCHART :

New User :



Login :



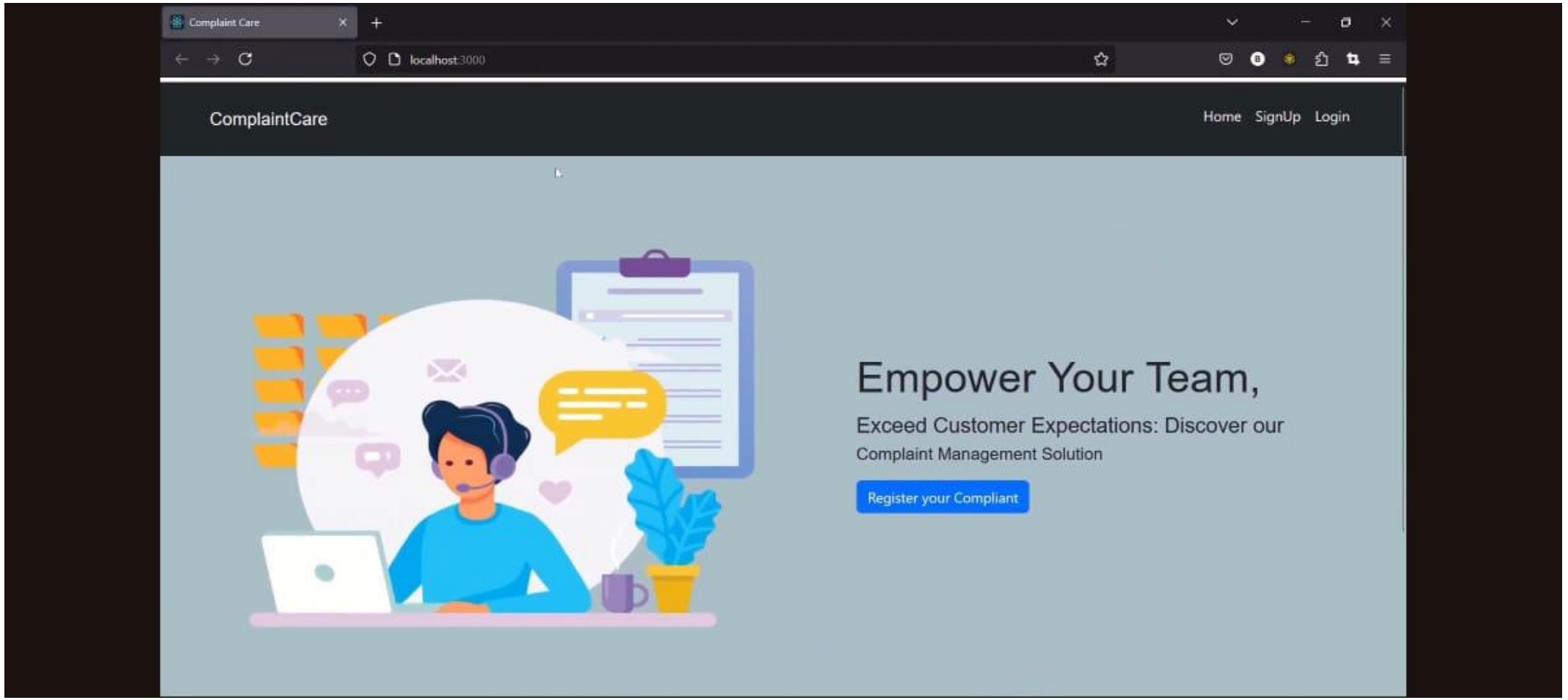
FRONTEND :

- Frontend serves as the client.
- The frontend utilizes the bootstrap and material UI library to establish real-time and better UI experience for any user whether it is agent, admin or ordinary user working on it.
- The frontend encompasses not only the user interface and presentation but also incorporates the axios library to connect with backend easily by using RESTful Apis.

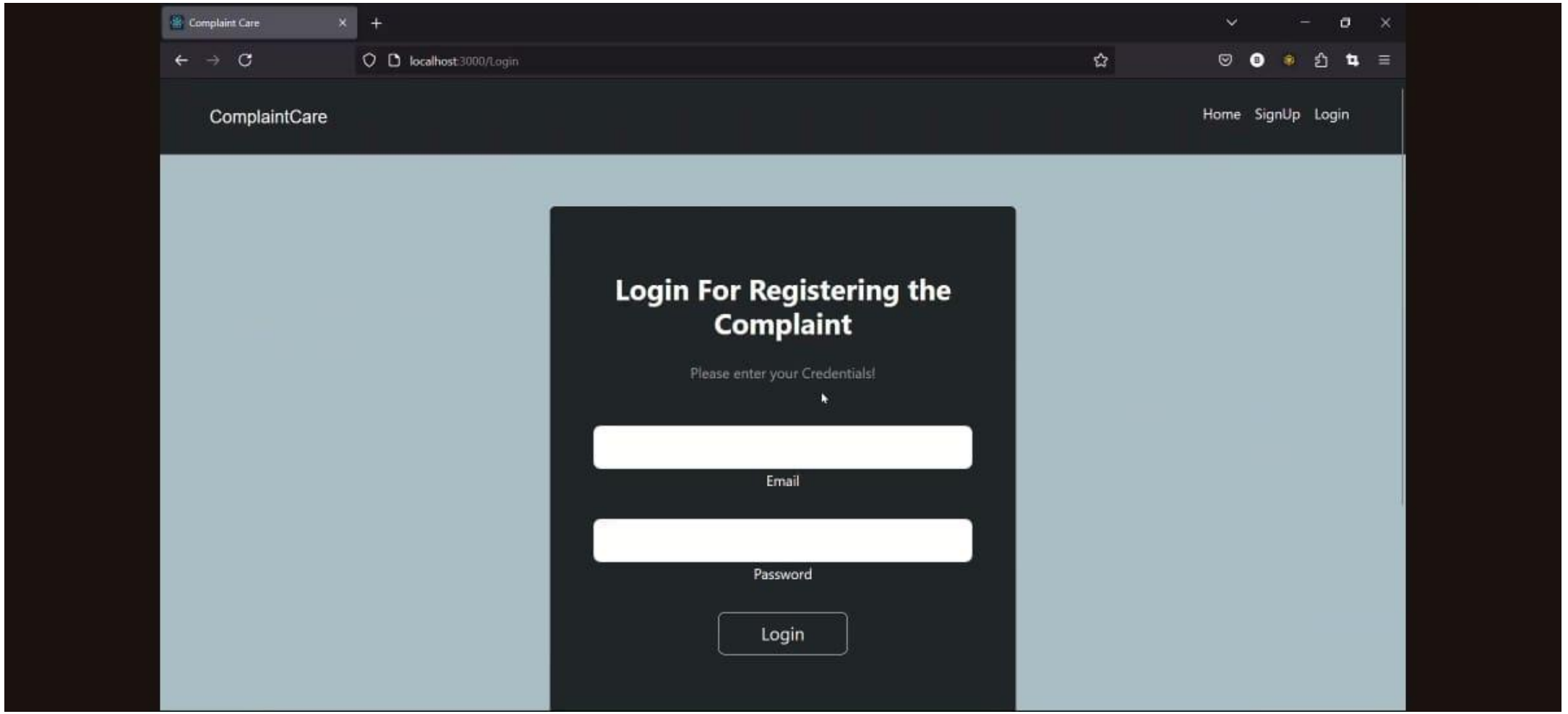
BACKEND AND DATABASE :

- On the backend side, we employ Express.js frameworks to handle the server-side logic and communication.
- For data storage and retrieval, our backend relies on MongoDB. MongoDB allows for efficient and scalable storage of user data, including user profiles, for complaints registration, etc. It ensures reliable and quick access to the necessary information during registration of user or any complaints.

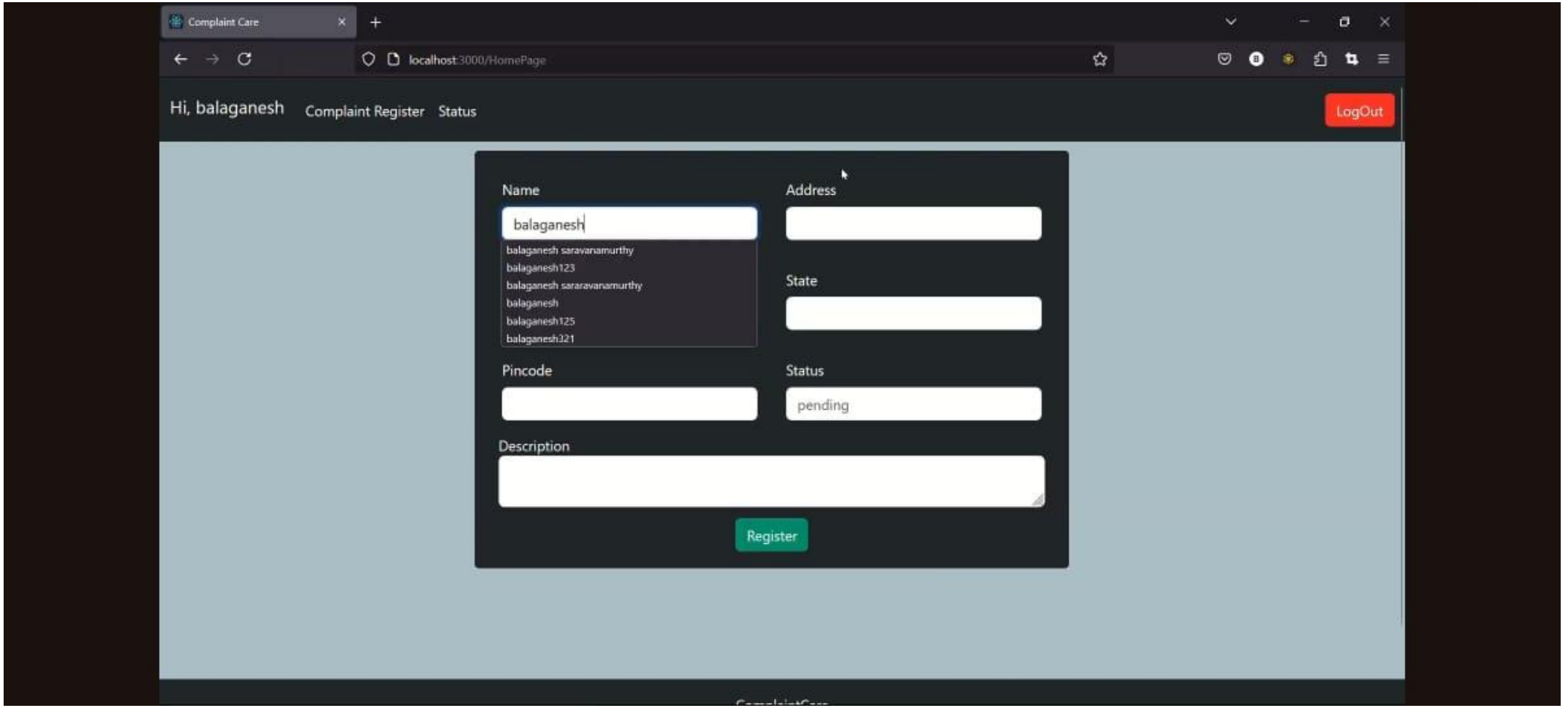
OUTPUT :


Complaint Care
localhost:3000
ComplaintCare
Home SignUp Login
Empower Your Team,
Exceed Customer Expectations: Discover our
Complaint Management Solution
Register your Compliant

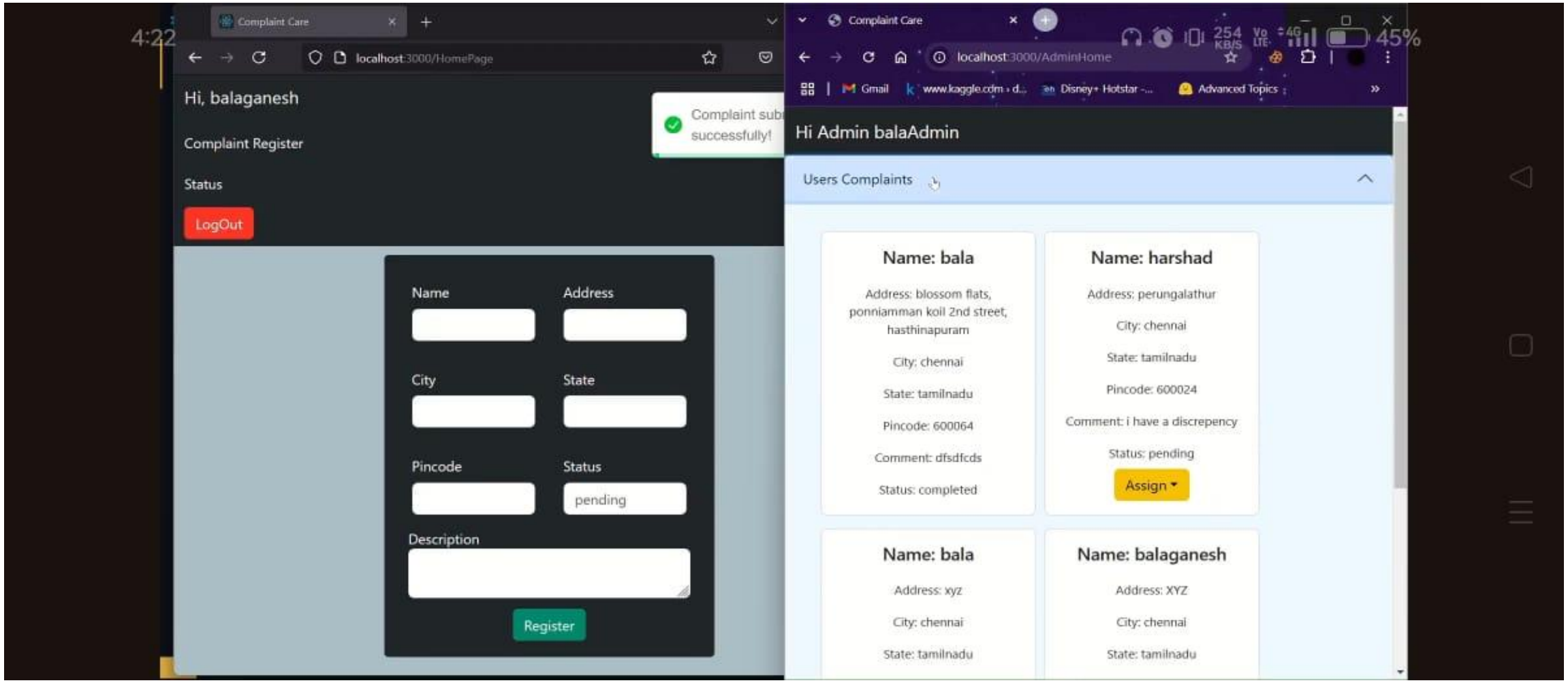
OUTPUT :


Complaint Care
localhost:3000/Login
ComplaintCare
Home SignUp Login
Login For Registering the Complaint
Please enter your Credentials!
Email
Password
Login

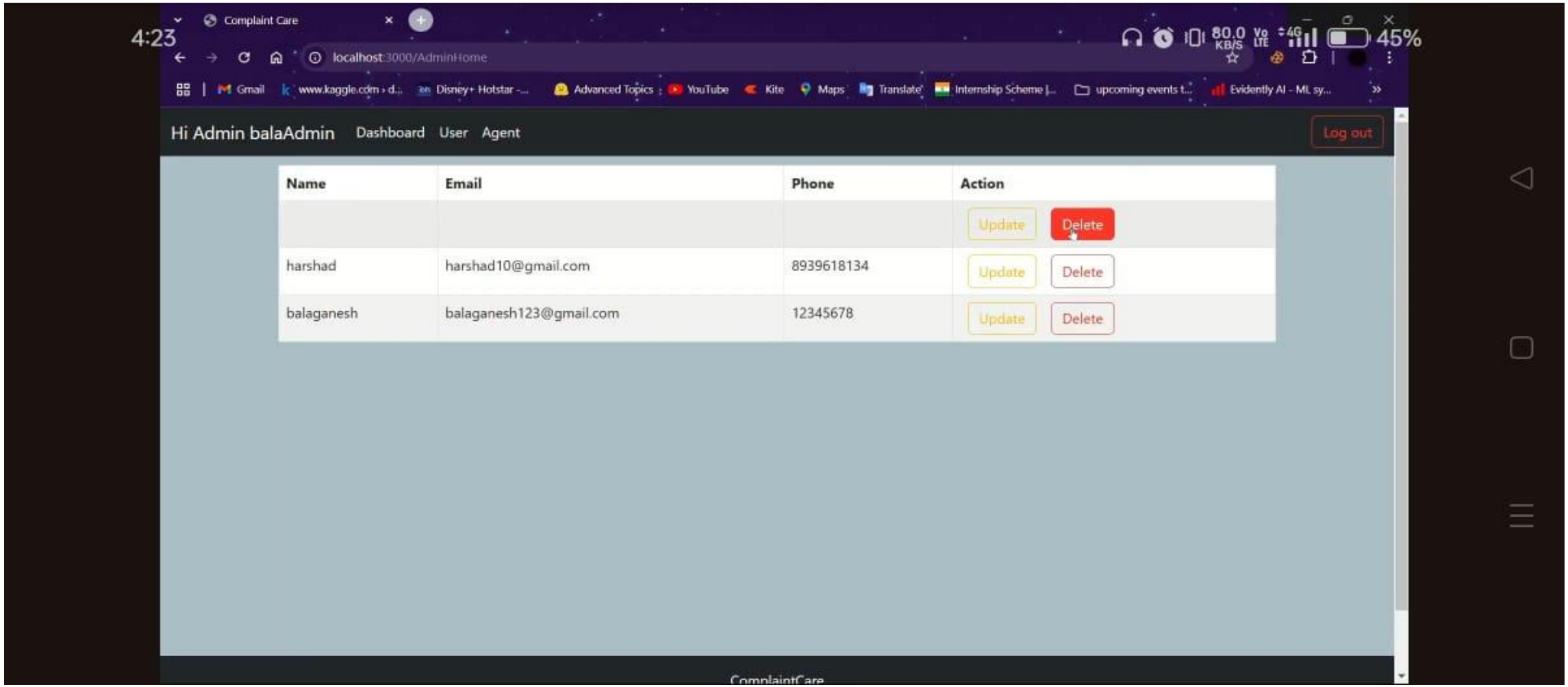
OUTPUT :


Complaint Care
localhost:3000/HomePage
Hi, balaganesh
Complaint Register
Status
LogOut
Name
balaganesh
balaganesh saravanamurthy
balaganesh123
balaganesh sararavanamurthy
balaganesh
balaganesh125
balaganesh321
Address
State
Pincode
Status
pending
Description
Register

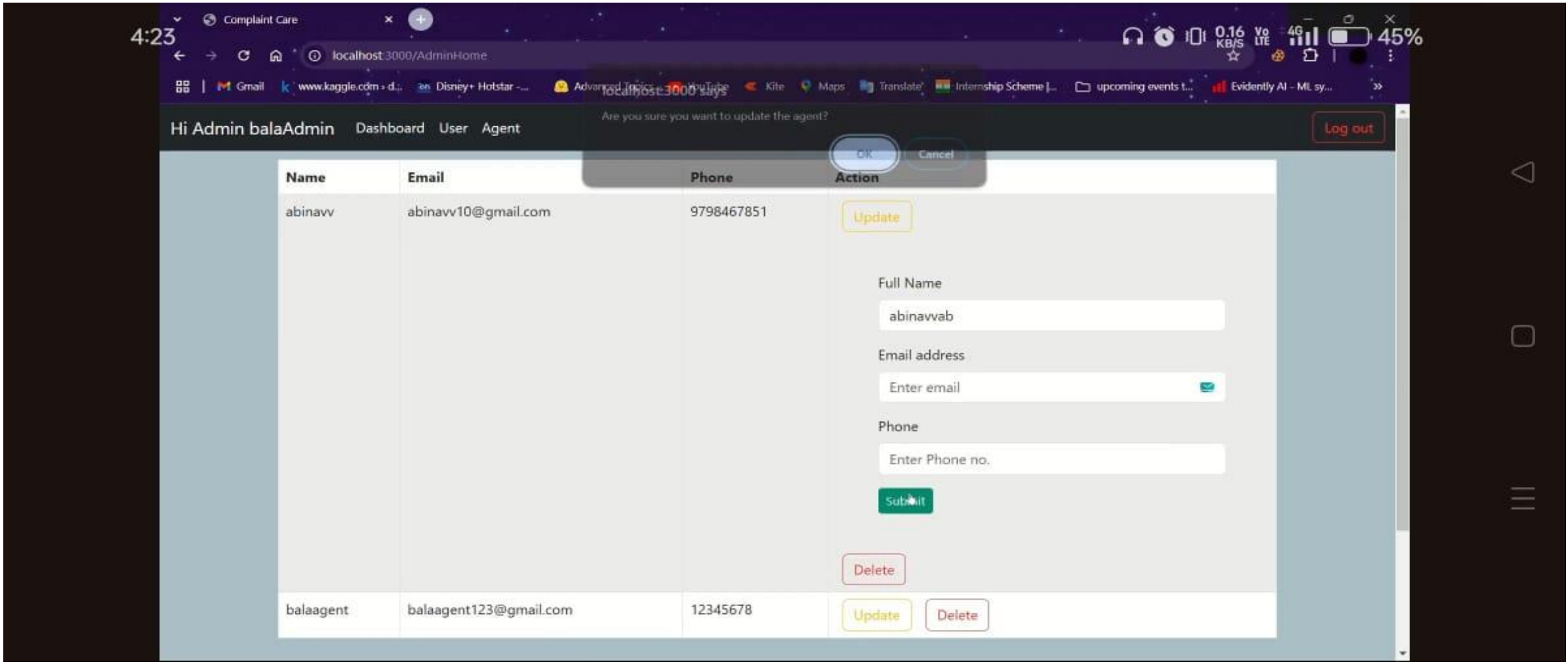
OUTPUT :


Complaint Care
localhost:3000/HomePage
Hi, balaganesh
Complaint Register
Status
LogOut
Complaint successfully!
Name
Address
City
State
Pincode
Status
pending
Description
Register
Complaint Care
localhost:3000/AdminHome
Hi Admin balaAdmin
Users Complaints
Name: bala
Address: blossom flats, ponniamman koil 2nd street, hasthinapuram
City: chennai
State: tamilnadu
Pincode: 600064
Comment: dfsdfcds
Status: completed
Name: harshad
Address: perungalathur
City: chennai
State: tamilnadu
Pincode: 600024
Comment: i have a discrepency
Status: pending
Assign
Name: bala
Address: xyz
City: chennai
State: tamilnadu
Name: balaganesh
Address: XYZ
City: chennai
State: tamilnadu

OUTPUT :


4:23
Complaint Care
localhost:3000/AdminHome
45%
Gmail
www.kaggle.com › d...
Disney+ Hotstar -...
Advanced Topics
YouTube
Kite
Maps
Translate
Internship Scheme |...
upcoming events t...
Evidently AI - ML sy...
Hi Admin balaAdmin
Dashboard
User
Agent
Log out
Name
Email
Phone
Action
Update
Delete
harshad
harshad10@gmail.com
8939618134
Update
Delete
balaganesh
balaganesh123@gmail.com
12345678
Update
Delete
ComplaintCare

OUTPUT :


4:23
Complaint Care
localhost:3000/AdminHome
45%
Gmail
www.kaggle.com › d...
Disney+ Hotstar -...
Kite
Maps
Translate
Internship Scheme |...
upcoming events t...
Evidently AI - ML sy...
localhost:3000 says
Are you sure you want to update the agent?
OK
Cancel
Hi Admin balaAdmin
Dashboard
User
Agent
Log out
Name
Email
Phone
Action
abinavv
abinavv10@gmail.com
9798467851
Update
Full Name
abinavvab
Email address
Enter email
Phone
Enter Phone no.
Submit
Delete
balaagent
balaagent123@gmail.com
12345678
Update
Delete

THANK YOU :