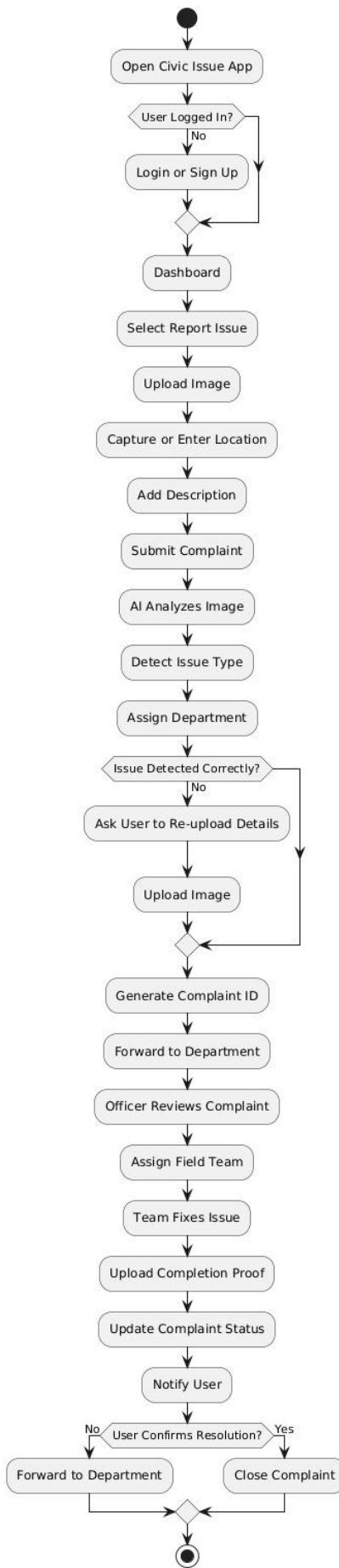


SOFTWARE ENGINEERING BCSE301P

| | |
|--------|-----------|
| NAME | SONALI |
| REG NO | 23BCE1572 |
| EXP NO | 4 |

ACTIVITY DIAGRAM

- The process starts when the user opens the civic issue reporting application.
- The system checks whether the user is logged in.
- If not logged in, the user performs login or registration.
- The user selects the option to report an issue.
- The user uploads an issue image and provides location details.
- The complaint details are submitted to the system.
- The AI system analyzes the image and detects the issue type.
- The system assigns the complaint to the appropriate department.
- If detection fails, the user is asked to re-upload details.
- Complaint ID is generated and complaint is forwarded to the department.
- Department officer assigns a field team to resolve the issue.
- Field team fixes the issue and uploads completion proof.
- Complaint status is updated and user is notified.
- User confirms resolution; complaint is closed if resolved.
- Process ends after complaint closure.



SEQUENCE DIAGRAM

- User opens the application and logs in.
- User submits complaint with image and location details.
- Mobile application sends complaint data to AI system.
- AI system analyzes the complaint and detects issue type.
- Complaint is registered in the municipal server.
- Server forwards complaint to department officer.
- Officer assigns field team for resolution.
- Field team resolves issue and uploads completion details.
- Server updates complaint status.
- Application notifies user about resolution.
- User confirms resolution or requests reopening.
- Complaint is closed if resolved successfully.

