Complaint Redressal (Write Up)

Developed By:*G Rajya Lakshmi Suvarna Himavalli*

Sprint 1: Admin Login

1.Admin will only have a login page, registration of admin will be hardcoded at the backend with the permission of the production head. JWT authentication will be used for login verification.

2.Admin successful login will route to the admin home page where all the desired admin functionalities will be added.

3.Admin home will have options to:

- Add or remove the active users.
- Check all the raised complaints and their active status.

4.Admin can view all the details by applying filters as desired.

Sprint 2: Customer Login/Registration

1.Customers will have login and registration options, already registered users can login through their username and password and new users can register and create their username and password for further use. JWT authentication will be used for login verification.

2.Details entered by all users will be saved in the database, and passwords will be stored in encrypted format to maintain security.

3.After successful user login users will be able to:

- View all the previously raised complaints by them and its status.
- Register a new complaint.

4.A logout functionality to logout current users.

Sprint 3: Manager Login

1.Manger can login and view all the complaints and assign complaints to suitable engineer.

2. Name of the assignee will be visible along with complaints

Sprint 4: Engineer Login

1.Engineer can view all the complaints specifically assigned to them.

2.With the click of a button they can update status of complaint as WIP(work in progress)/Inreview/ Resolved.