

GitHub Repository

I have pushed my code and associated documentation to the following GitHub repository:

<https://github.com/Thiru97/Capstone-CRS>

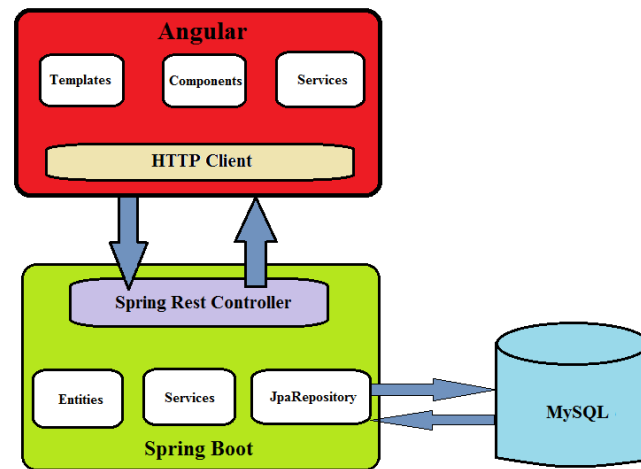
Project Objective

To develop an online complaint management application for ABC Telecom Ltd. which is one of India's major telecommunication service providers where the customers can raise complaints regarding their landlines and broadband services.

Project Features

1. Complaint Redressal System is made specifically to the required business needs, it's completely flexible and scalable to the business demands and growth.
2. The whole application is a Single Page Application that is more efficient in terms of processing and provides a seamless user experience.
3. The application web pages are responsive and secure.
4. The application has one Administrator. The Admin after login with username and password and can create and manage the lifecycle of different types of user's like Customer's, Manager's, Engineer's.
5. The User Customer can login with username and password and can register a new complaint regarding the services. The customer can also track the status of the complaint raised and after successful redressal he/she can provide valuable feedback.
6. The User Manager can login with username and password and can assign engineer to the complaints raised by customers based on pincode. The Manager can also view all the complaints raised in all the area's pincode and all the feedback's given by customers.
7. The User Engineer can login with username and password and can see the complaints assigned to him/her from manager of related pincode. The engineer can assign the appropriate status and can view all the customer feedback.

Core Concepts and Project Architecture



1. Angular framework for frontend UI's.
2. Spring boot framework for backend.
3. MySQL Database for storing all the data.
4. Junit to perform unit testing of services.
5. HTML, Bootstrap 4.
6. Typescript.
7. Spring Security and JWT Authentication.
8. Spring Data Jpa, Spring Web.