

COMPLAINT REDRESSAL SYSTEM

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INTRODUCTION

- ABC Telecom Ltd. is one of India's major telecommunication service providers offering landline, mobile phone and Fiber optic broadband services across the country.
- Their customer services group is interested in providing a set of customer redressal services through the development of a new application using the state-of-art technologies such as Spring-boot for the development of java-based services, and UI using Angular and integrate them suitably, so that all the necessary services are taken care of through this application.
- They want to have an online complaint management system where the customers can raise complaints regarding their landlines and broadband services.

OBJECTIVE

- Create a dynamic and responsive Java Complaint Redressal System web application for online complaint management system where the customers can raise complaints regarding their landlines and broadband services.

TOOLS

Tools and Technologies:

- Front-End: Angular
- Server-side: Spring Boot.
- Back-end: MYSQL, Hibernate.
- Server: Tomcat

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- **Frameworks & Techniques Used**
- Spring Boot : Popular Java Framework to achieve inversion of control and dependency injection
- Spring MVC : Model View Controller by Spring
- Angular : A popular Javascript framework to design view layer

AUTHENTICATION & AUTHORIZATION

Authentication:

Telecom is a security measure to verify the identity of a subscriber.

Authorization:

The admin user should be able to:

1.create and manages the lifecycle of different types of users

- Customer

- Manager

- Engineer

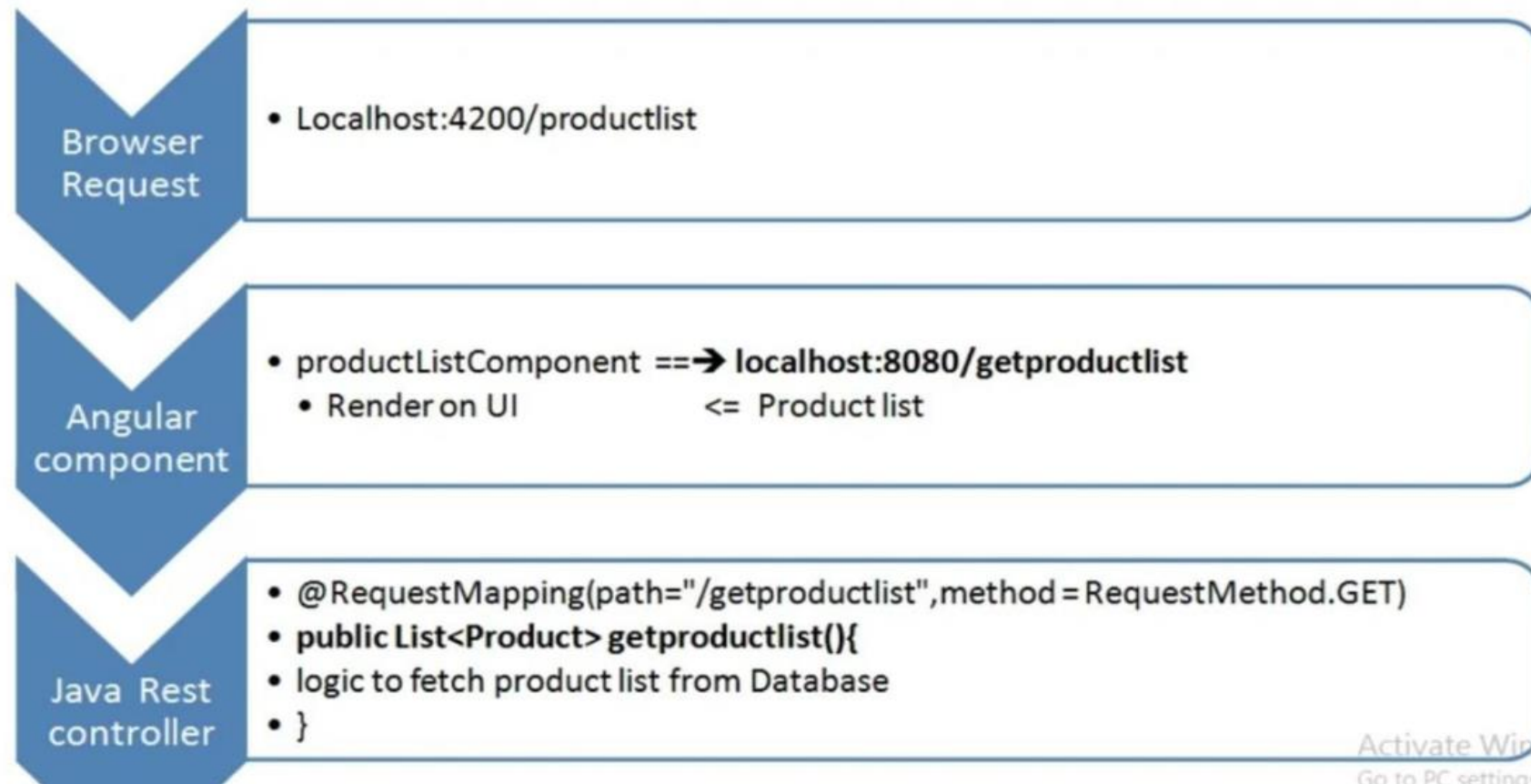
2.Enables the customers to login to the portal to raise and track complaints related to the services availed by them

3.Enables the manager to login, view the complaints raised by the customers and assign the ticket to the engineers based on the PIN Code

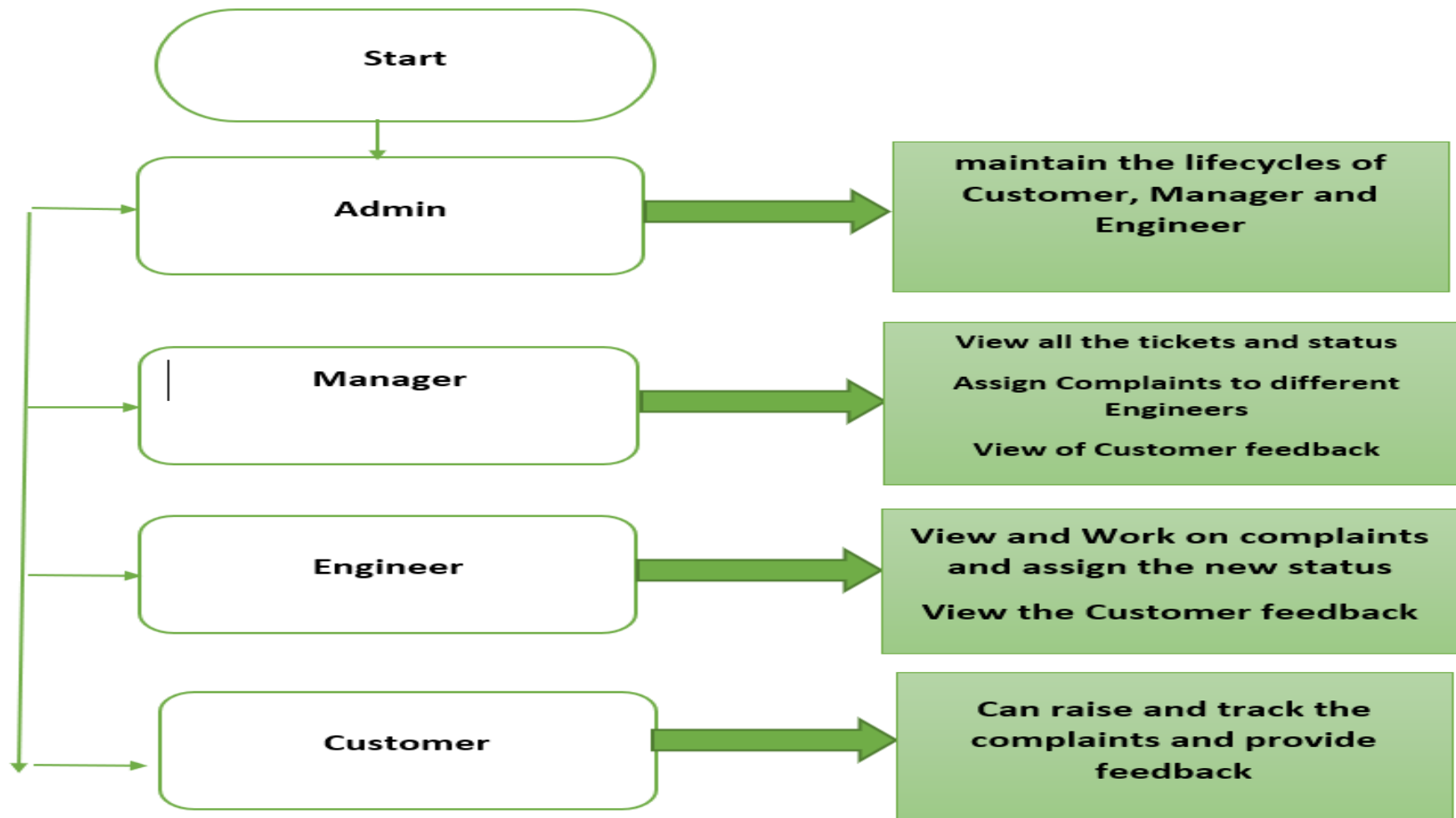
4.Enables the engineers to pick up the tickets, work on them, enter the status of the task. They can also re-assign it to the Field Workers if they cannot resolve it from the data center.

5.Admin user is the super user of the system. The admin user creates other categories of user like customer, manager, and engineers. The admin user has the privilege to create, update and delete the records through the web interface and can access the entire system.

JAVA-ANGULAR INTEGRATION FLOW

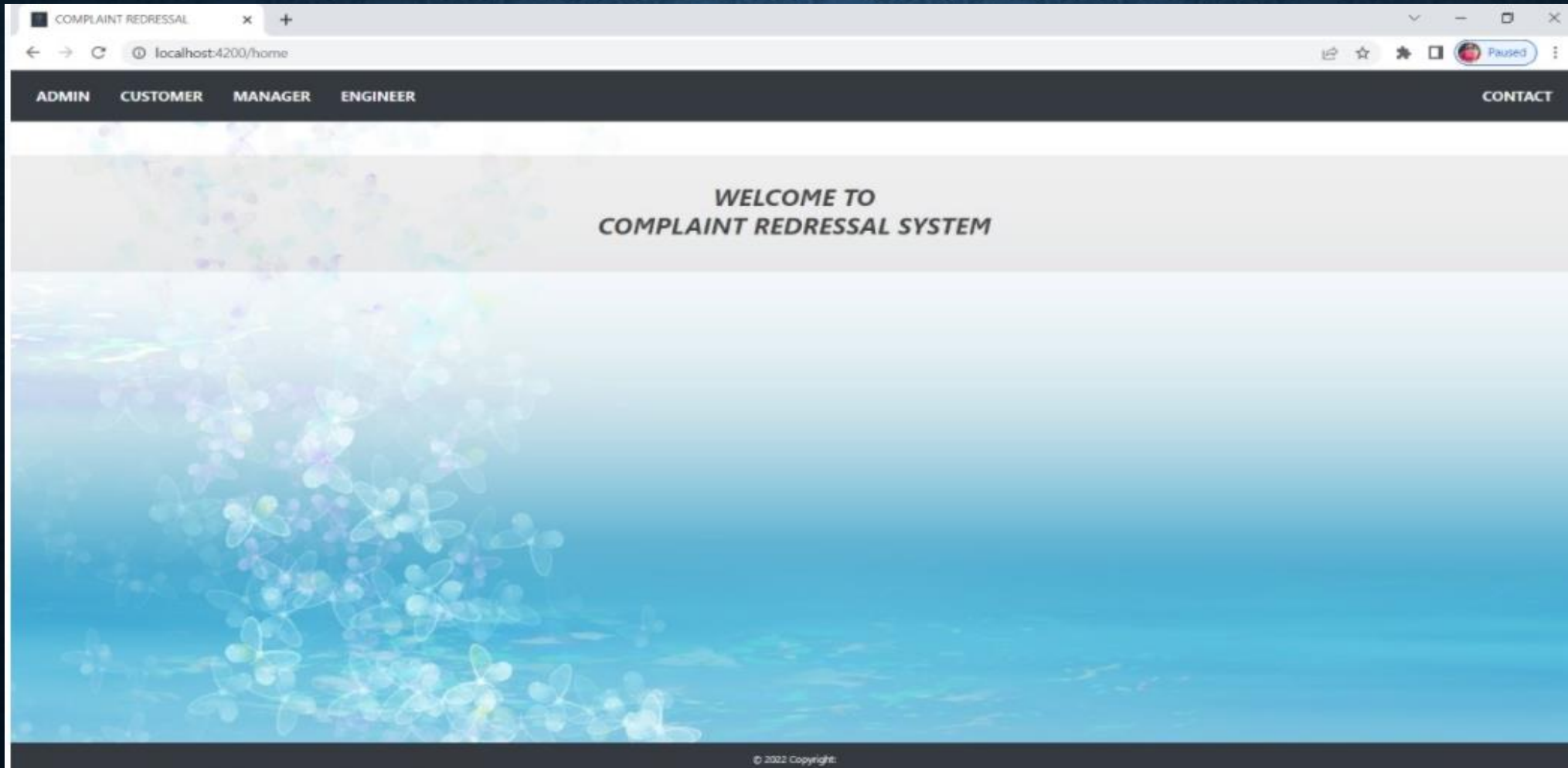


ER DIAGRAM

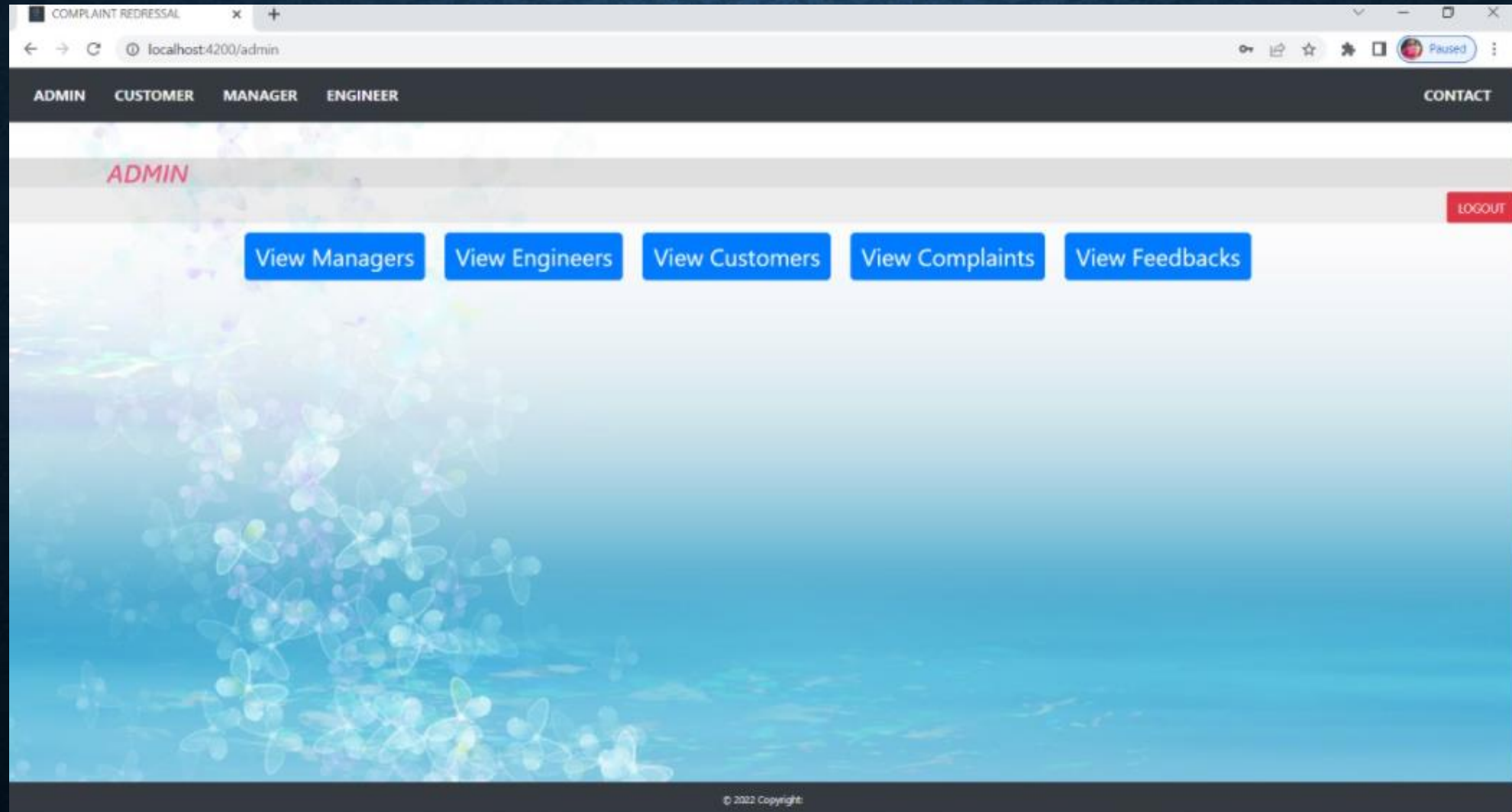


OUTPUT PICTURES

HOME PAGE



ADMIN LOGIN PAGE



CUSTOMER REGISTER AND LOGIN PAGE

COMPLAINT REDRESSAL

localhost:4200/customers

ADMIN CUSTOMER MANAGER ENGINEER CONTACT

CUSTOMER

REGISTER

EMAIL :

PASSWORD :

NAME :

MOBILE :

ADDRESS :

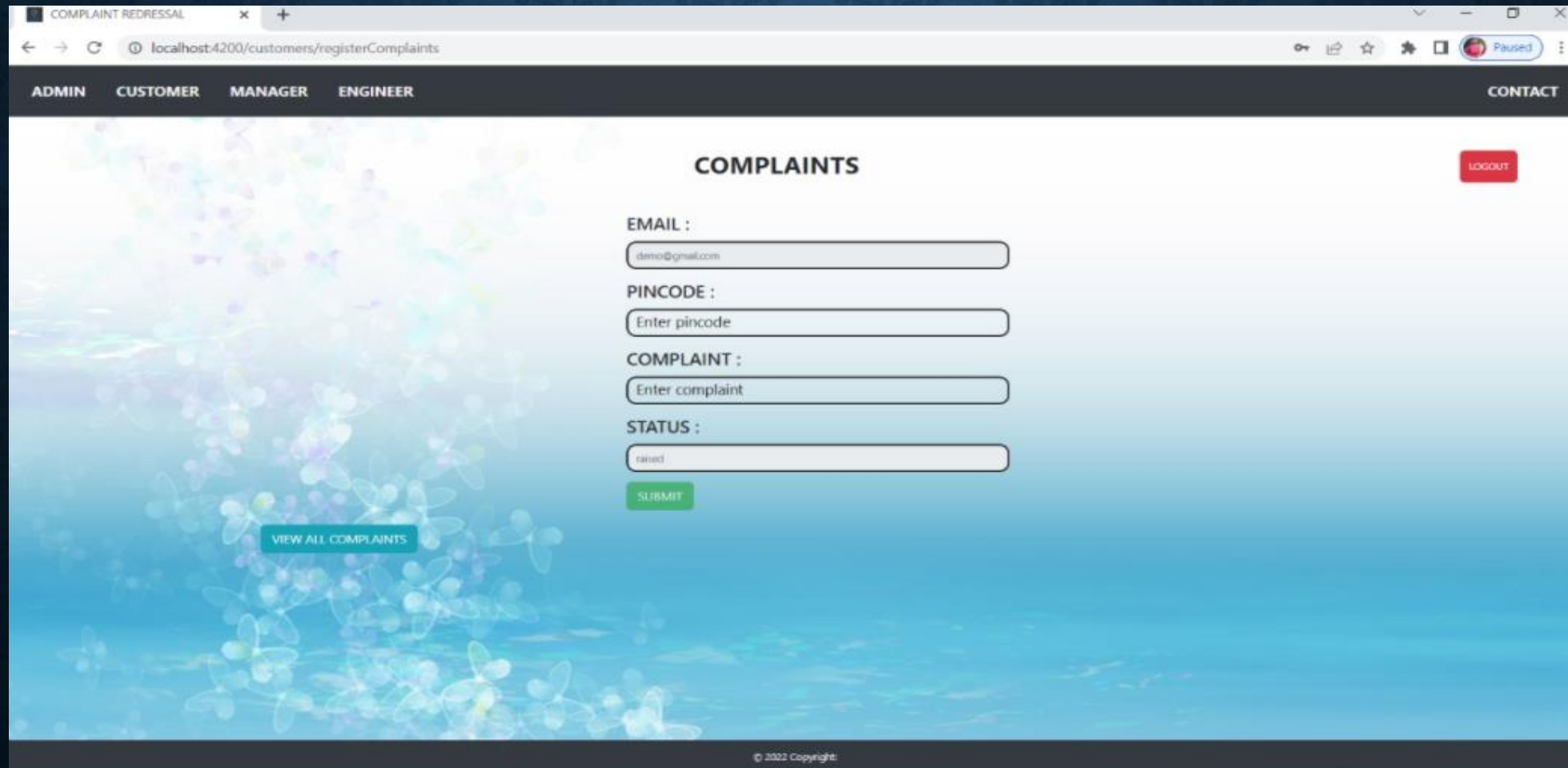
PINDCOE :

LOGIN

EMAIL :

PASSWORD :

CUSTOMER RAISE COMPLAINTS



The screenshot shows a web browser window with the title "COMPLAINT REDRESSAL". The address bar displays "localhost:4200/customers/registerComplaints". The navigation bar includes links for "ADMIN", "CUSTOMER", "MANAGER", "ENGINEER", and "CONTACT". The main content area is titled "COMPLAINTS" and features a "LOGOUT" button in the top right corner. On the left side, there is a decorative graphic of colorful butterflies. The form for registering a complaint consists of four input fields: "EMAIL :" (containing "demo@gmail.com"), "PINCODE :" (containing "Enter pincode"), "COMPLAINT :" (containing "Enter complaint"), and "STATUS :" (containing "raised"). A green "SUBMIT" button is located below the "STATUS" field. A teal button labeled "VIEW ALL COMPLAINTS" is positioned on the left side of the form area. The footer contains the text "© 2022 Copyright:".

COMPLAINT REDRESSAL

localhost:4200/customers/registerComplaints

ADMIN CUSTOMER MANAGER ENGINEER CONTACT

COMPLAINTS

LOGOUT

EMAIL :
demo@gmail.com

PINCODE :
Enter pincode

COMPLAINT :
Enter complaint

STATUS :
raised

SUBMIT

VIEW ALL COMPLAINTS

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COMPLAINT REDRESSAL

localhost:4200/customers/registerComplaints

ADMIN CUSTOMER MANAGER ENGINEER CONTACT

COMPLAINTS

EMAIL :

PINCODE :

COMPLAINT :

STATUS :

TICKET ID	CUSTOMER EMAIL	COMPLAINT	PINCODE	STATUS	REVIEW
1	demo@gmail.com	Bad network	520010	raised	<input type="button" value="SEND FEEDBACK"/>

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COMPLAINT REDRESSAL

localhost:4200/feedbacks/sendFeedback

ADMIN CUSTOMER MANAGER ENGINEER CONTACT

Send Feedback

TICKET ID:

EMAIL:

FEEDBACK:

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MANAGER REGISTER AND LOGIN PAGE

COMPLAINT REDRESSAL

localhost:4200/managers

ADMIN CUSTOMER MANAGER ENGINEER CONTACT

MANAGER

REGISTER

EMAIL :

PASSWORD :

NAME :

PINCODE :

REGISTER RESET

LOGIN

EMAIL :

PASSWORD :

LOGIN

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The screenshot shows a web browser window with the title "COMPLAINT REDRESSAL". The address bar displays "localhost:4200/managers". The browser's developer tools are open, showing a console message: "localhost:4200 says Incorrect Details" with an "OK" button. The web application has a dark navigation bar with links: ADMIN, CUSTOMER, MANAGER, ENGINEER, and CONTACT. The "MANAGER" link is highlighted in red. Below the navigation bar, the page is divided into two sections: "REGISTER" and "LOGIN". The "REGISTER" section contains four input fields: "EMAIL :", "PASSWORD :", "NAME :", and "PINCODE :", each with a placeholder text. Below these fields are two buttons: "REGISTER" (green) and "RESET" (red). The "LOGIN" section contains two input fields: "EMAIL :" and "PASSWORD :", with a "LOGIN" button (green) below them. The background of the page features a blue and white abstract pattern of circles and lines. At the bottom, a footer displays "© 2022 Copyright".

COMPLAINT REDRESSAL

localhost:4200/managers

ADMIN CUSTOMER MANAGER ENGINEER CONTACT

localhost:4200 says
Incorrect Details

OK

MANAGER

REGISTER

EMAIL :
Enter email

PASSWORD :
Enter password

NAME :
Enter name

PINCODE :
Enter pincode

REGISTER RESET

LOGIN

EMAIL :
manager@gmail.com

PASSWORD :

LOGIN

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COMPLAINT REDRESSAL

localhost:4200/managers

ADMINCUSTOMERMANAGERENGINEERCONTACT

MANAGER

LOGOUT

COMPLAINTS

TICKET ID	CUSTOMER EMAIL	COMPLAINT	PINCODE	STATUS	ACTIONS
1	abc@gmail.com	cable break	688533	raised	ASSIGN ENGINEER

FEEDBACKS

FEEDBACK ID	TICKET ID	CUSTOMER EMAIL	FEEDBACK
1	1	abc@gmail.com	great

29°C
Light rain

ENG
IN

09:40
27-03-2022

MANGER ASSIGN COMPLAINT TO ENGINEER

COMPLAINT REDRESSAL

localhost:4200/managers

ADMINCUSTOMERMANAGERENGINEERCONTACT

MANAGER

LOGOUT

COMPLAINTS

TICKET ID	CUSTOMER EMAIL	COMPLAINT	PINCODE	STATUS	ACTIONS
1	abc@gmail.com	cable break	688533	raised	<div><---Select Engineer--->ajay@crs.comuvw@crs.com</div>

FEEDBACKS

FEEDBACK ID	TICKET ID	CUSTOMER EMAIL	FEEDBACK
1	1	abc@gmail.com	great

ENGINEER REGISTER AND LOGIN PAGE

[ADMIN](#) [CUSTOMER](#) [MANAGER](#) [ENGINEER](#) [CONTACT](#)

ENGINEER

REGISTER

EMAIL :

PASSWORD :

NAME :

[REGISTER](#) [RESET](#)

LOGIN

EMAIL :

PASSWORD :

[LOGIN](#)

VIEW MANAGERS

COMPLAINT REDRESSAL

localhost:4200/admin

ADMIN CUSTOMER MANAGER ENGINEER CONTACT

ADMIN

LOGOUT

View Managers View Engineers View Customers View Complaints View Feedbacks

MANAGERS

EMAIL	NAME	PINCODE	ACTIONS
manager@gmail.com	manager	123456	Delete Update

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VIEW ENGINEERS

The screenshot shows a web browser window with the title 'COMPLAINT REDRESSAL' and the URL 'localhost:4200/admin'. The browser's address bar shows 'localhost:4200/admin'. The page has a dark navigation bar with links: ADMIN, CUSTOMER, MANAGER, ENGINEER, and CONTACT. The 'ADMIN' link is highlighted in red. Below the navigation bar, there is a red 'LOGOUT' button. A row of five blue buttons is displayed: 'View Managers', 'View Engineers', 'View Customers', 'View Complaints', and 'View Feedbacks'. Below these buttons, a section titled 'ENGINEERS' in green text contains a table. The table has three columns: 'ENGINEER EMAIL', 'MANAGER NAME', and 'ACTIONS'. The first row of data shows 'engineer@gmail.com' in the first column, 'engineer' in the second column, and a red 'Delete' button in the third column. The background of the page features a decorative pattern of blue and white floral-like shapes. At the bottom, a dark footer contains the text '© 2022 Copyright:'.

COMPLAINT REDRESSAL

localhost:4200/admin

ADMIN CUSTOMER MANAGER ENGINEER CONTACT

ADMIN

LOGOUT

View Managers View Engineers View Customers View Complaints View Feedbacks

ENGINEERS

ENGINEER EMAIL	MANAGER NAME	ACTIONS
engineer@gmail.com	engineer	Delete

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VIEW CUSTOMERS

The screenshot shows a web browser window with the title 'COMPLAINT REDRESSAL' and the URL 'localhost:4200/admin'. The navigation bar includes links for ADMIN, CUSTOMER, MANAGER, ENGINEER, and CONTACT. The ADMIN section is active, displaying a 'CUSTOMERS' table with one entry: demo@gmail.com, Demo, 9876543210, Pune, 520010. The table has 'Delete' and 'Update' buttons in the ACTIONS column. The background features a decorative floral pattern.

ADMIN

LOGOUT

View Managers View Engineers View Customers View Complaints View Feedbacks

CUSTOMERS

EMAIL	NAME	MOBILE	ADDRESS	PINCODE	ACTIONS
demo@gmail.com	Demo	9876543210	Pune	520010	Delete Update

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VIEW COMPLAINTS

COMPLAINT REDRESSAL

localhost:4200/admin

ADMIN CUSTOMER MANAGER ENGINEER CONTACT

ADMIN

LOGOUT

View Managers View Engineers View Customers View Complaints View Feedbacks

COMPLAINTS

TICKET ID	CUSTOMER EMAIL	COMPLAINT	PINCODE	STATUS	ACTIONS	
1	demo@gmail.com	Bad network	520010	raised	Delete	Update

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VIEW FEEDBACKS

COMPLAINT REDRESSAL

localhost:4200/admin

ADMIN CUSTOMER MANAGER ENGINEER CONTACT

ADMIN

LOGOUT

View Managers View Engineers View Customers View Complaints View Feedbacks

FEEDBACKS

FEEDBACK ID	TICKET ID	CUSTOMER EMAIL	FEEDBACK	ACTIONS
1	1	demo@gmail.com	good	Delete Update

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Conclusion

- By using this application it is easy to contact the organization in online if there is any issues faced by customer or users in any organization not only in telecommunication.
- It is easy way to customer simplification of problems by using various options available in application.
- The goals that are achieved by the software are Instant access , Optimum utilization of resources , Efficient management of records, Simplification of the operations , Less processing time and getting required information , User friendly , Portable and flexible for further enhancement .

*Thank
you*