

**Project Proposal**

**Project Title:** Complaint Logging and Tracking System

**Section:** W1

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**1. Introduction**

**1.1 Project Scope**

The online complaint logging and tracking system will enable robust complaint management and early resolution. Customers could launch and track complaints at their ease, this in turn would increase customer satisfaction and boost growth.

**1.2 Roles/Actors**

* Customers
* Admin
* Company

**1.3 Roles/Actors and Characteristics**

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| **Roles/Actors** | **Description** |
| Customers | The Customers are the people who want to launch a complaint on an issue they are facing. |
| Admin | The admins are employees of the company that handles complaints and forward them to the concerned department. |
| Company | The company is responsible for timely updates and resolution of the complaints due to be processed in the system and seamless tracking of complaints. |

**1.4 Functional Requirements**

**FR\_1:** The application should be able to save user credentials

**FR\_2:** The system shall have a menu for every department.

**FR\_3:** The system shall have an option to view detailed complaint history.

**FR\_4:** The system shall have the capability to handle 5000 users simultaneously.

**FR\_5:** The system shall allow user/customer to download their data.

**FR\_6:** The system’s admin access should only be given to grade 18 and above employees only.

**FR\_7:** The system shall prevent complete exhaustion of resources.

**FR\_8:** The system shall keep the session active while the customer is writing his complaint.

**FR\_9:** The system shall be able to detect new logins in less than 500 milliseconds.

**FR\_10:** The system’s search feature shall return results within 3 seconds.

**FR\_11:** The system shall allow the customer/user to change their personal information.

**FR\_12:** The system shall allow the customer to edit or delete their complaints.