**Product Feedback Management System – Documentation**

1. **Project Overview**

The **Product Feedback Management System** is a command‑line Python application backed by an SQLite database. It allows two types of users:

* **Admin users** – manage products, customers (non‑admin users), and all feedback data; may create additional admin accounts.
* **Customer users** – register, log in, browse products, and submit / manage their own feedback.

The system includes authentication, role‑based menus, CRUD operations for products and users, and a feedback workflow with ratings (1–5) and optional comments. The system includes authentication, role‑based menus, CRUD operations for products and users, and a feedback workflow with ratings (1–5) and optional comments.

**2.Database structure**

The project uses three core tables: users, products, and feedback.

* **Users/customer table**

|  |  |
| --- | --- |
| **Fields** | **Datatypes** |
| User\_id | INTEGER PRIMARY KEY AUTOINCREMENT |
| name | TEXT NOT NULL |
| email | TEXT UNIQUE NOT NULL |
| password | TEXT NOT NULL |
| Is\_admin | BOOLEAN |

**Notes**

* email uniquely identifies a login.
* is\_admin distinguishes admin vs. customer (0/1 in SQLite).
* **Products table**

|  |  |
| --- | --- |
| **Fields** | **Datatypes** |
| Product\_id | INTEGER PRIMARY KEY AUTOINCREMENT |
| Name | TEXT NOT NULL |
| Category | TEXT NOT NULL |
| price | REAL |

* **Feedback table**

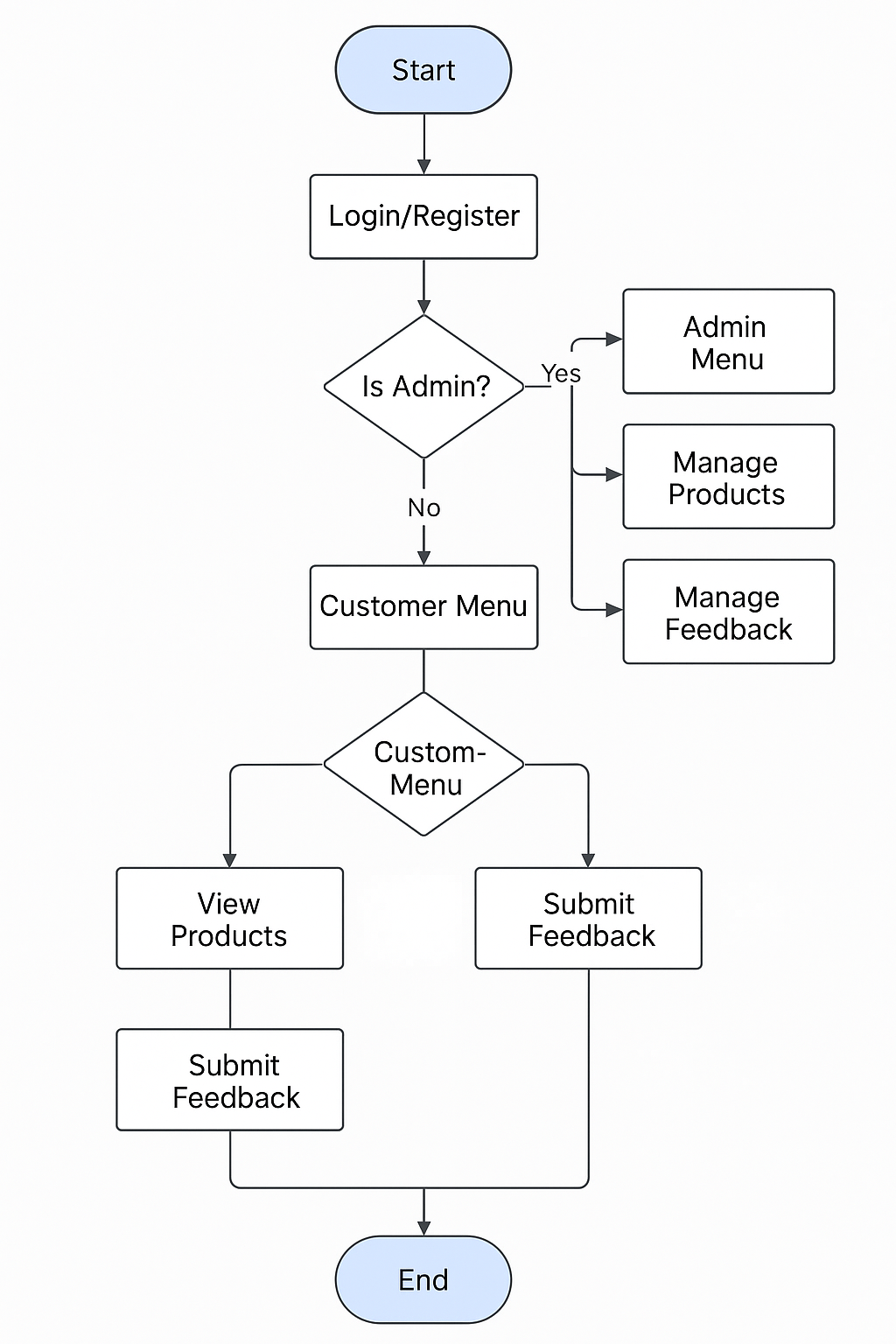
|  |  |
| --- | --- |
| **Fields** | **Datatypes** |
| Feedback\_id | INTEGER PRIMARY KEY AUTOINCREMENT |
| User\_id | INTEGER PRIMARY KEY AUTOINCREMENT |
| Product\_id | INTEGER PRIMARY KEY AUTOINCREMENT |
| rating | INTEGER |
| comment | TEXT |
| Date\_submitted | DATETIME |

**Notes**

* Rating constrained to 1–5.
* Timestamp auto‑generated.
* Foreign keys are declared

**3. Key Features**

| **Feature** | **Admin** | **Customer** |
| --- | --- | --- |
| Register / Login | ✅ | ✅ |
| Add New Admin | ✅ | ❌ |
| View All Users (non‑admin) | ✅ | ❌ |
| Update / Delete Users | ✅ | ❌ |
| Add / View / Update / Delete Products | ✅ | View only |
| Submit Feedback | ❌ (blocked) | ✅ |
| View All Feedback | ✅ | View own only |
| Update / Delete Feedback | Admin: any | Customer: own only |
| **4. Technology Stack**   * **Python 3** (standard library only: sqlite3, datetime, getpass, re, csv optional) * **SQLite** (file database: e.g., product\_feedback2.db) * IDE: VS Code * Runs in **terminal / command prompt**; no external dependencies. |  |  |

**5.FLOW CHART**

**6. Menus & Navigation**

**6.1 Main Menu**

* **Login** – authenticate existing user.
* **Register** – create new (non‑admin) account.
* **Exit** – close program.

**6.2 Admin Dashboard (next\_menu when is\_admin=True)**

1. Customer Management
2. Product Management
3. Feedback Management
4. Add New Admin
5. Logout (return to Main Menu)

**6.3 Customer Dashboard (next\_menu when is\_admin=False)**

1. View Products
2. Feedback Menu
3. Logout (return to Main Menu)

**6.4 Customer Management Menu (Admin only)**

* View all non‑admin users
* Update / Delete users
* (Add user is disabled since registration handles this)

**6.5 Product Management Menu (Admin only)**

* Add / View / Update / Delete products

**6.6 Feedback Management Menu (Both roles; options vary)**

Admin:

* View all feedback
* Update/delete any feedback
* View feedback by customer ID

Customer:

* Submit feedback (one rating per product per user not enforced yet)
* View own feedback
* Update/delete own feedback

**7. Core Functions (API Layer)**

Below is a quick reference of major Python functions and their roles.

| **Function** | **Args** | **Role** | **Access** |
| --- | --- | --- | --- |
| register(is\_admin=False) | bool | Create user | Public (main menu) / Admin (create admin) |
| login() | — | Authenticate; routes to dashboard | Public |
| next\_menu(user\_id, is\_admin) | int, bool | Main post‑login router | Internal |
| view\_customer() | — | List non‑admin users | Admin |
| update\_customer() | — | Update user record by ID | Admin |
| delete\_customer() | — | Delete user | Admin |
| add\_product() | — | Insert product | Admin |
| view\_all\_products() | — | List all products | All (admin & customer dashboards) |
| update\_product() | — | Update product | Admin |
| delete\_product() | — | Delete product | Admin |
| submit\_feedback(user\_id, is\_admin) | int, bool | Customer enters rating/comment | Customer |
| view\_all\_feedback(user\_id, is\_admin) | int, bool | Admin: all; Customer: own | Role based |
| update\_feedback(user\_id, is\_admin) | int, bool | Update rating/comment | Role based |
| delete\_feedback(user\_id, is\_admin) | int, bool | Delete feedback | Role based |
| view\_feedback\_by\_customer(user\_id, is\_admin) | int, bool | Admin query | Admin |

**MAIN PAGE / LOGIN PAGE**

A black screen with colorful text

AI-generated content may be incorrect.

**Admin Login**

A screenshot of a computer screen

AI-generated content may be incorrect.

**The Admin Login feature enables authorized administrators to securely access the system's administrative panel where they can manage feedback records, products, users and add a new admin.**

**A screenshot of a computer

AI-generated content may be incorrect.**

**Admin select 2 for product management. In which admin can add products, view products, update product, delete products and go back to main choice.**

**A screenshot of a computer menu

AI-generated content may be incorrect.**

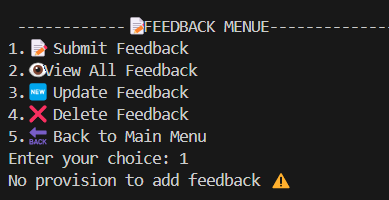
**Admin select 3 for updating an existing product based on product id.**

**Here we update the product name from football to basketball using the product id. Here we can see the change using view all products option.**

**A screenshot of a computer program

AI-generated content may be incorrect.**

**Admin select 4 for deleting product using product\_id , there is a confirmation prompt for deleting. In our output, product\_id 5 is deleted, that is basketball is deleted.**

****

**When admin select Feedback menu and 1 there is no provision to add feedback for the admin.**

**A screen shot of a computer

AI-generated content may be incorrect.**

**When admin select view all feedback from feedback menu, all the customer details and feedback details are given.**

**A screenshot of a computer

AI-generated content may be incorrect.**

**Here we can update the feedback details.**

**A screenshot of a computer

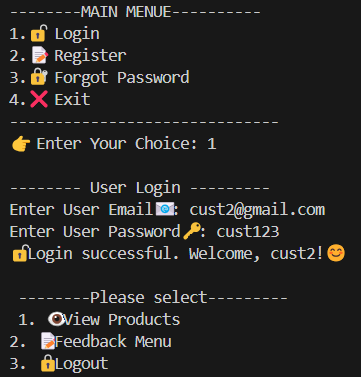
AI-generated content may be incorrect.**

**When admin select 5 back to main menu . Admin select 3 which is add new admin, an admin can add another admin.**

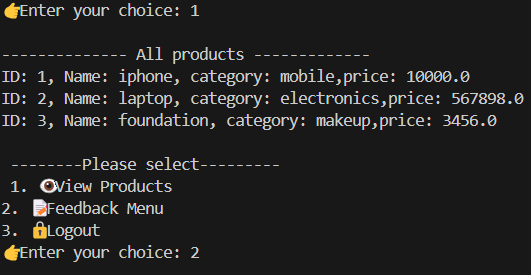
**A screenshot of a computer program

AI-generated content may be incorrect.**

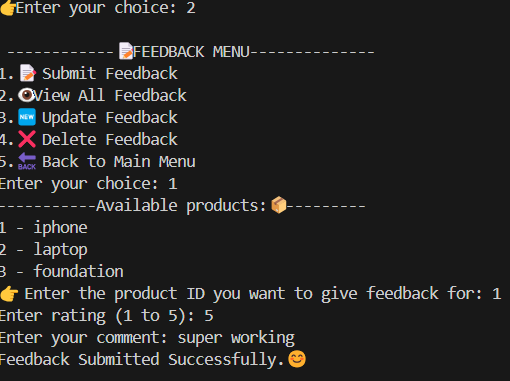
**Here exiting program.**

****

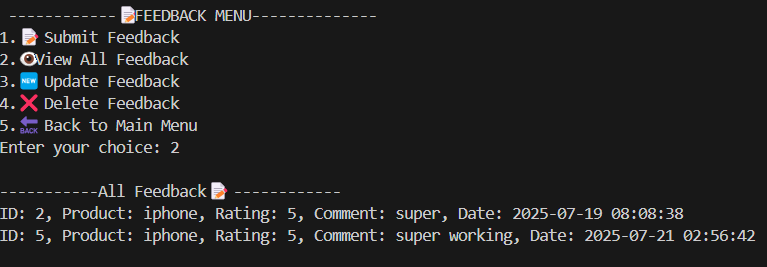
**When customer login is selected by entering customer email and password. For customers we can view products , feedback menu and logout.**

****

**Customer select 1 choice for view all products details including product name , product category and product price.**

****

**When feedback menu for submitting feedback is selected all products are listed from where we can rate and comment the product using product id.**

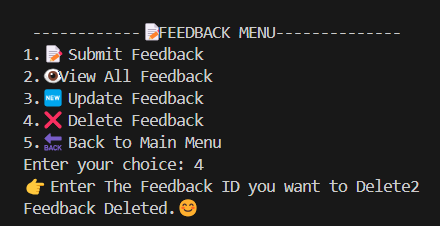
****

**feedback details are viewed by selecting view all feedback.**

**A screenshot of a computer screen

AI-generated content may be incorrect.**

**For updating feedback use update feedback option .**

****

**For deleting feedback use delete feedback option**

**A screenshot of a computer screen

AI-generated content may be incorrect.**

**A screenshot of a computer

AI-generated content may be incorrect.**

**When the customer forgot password , select option forgot password and reset password using the email address.**

**Conclusion**

**The system successfully performs CRUD operations on feedback and user data, with basic admin control. It can be extended to include product-level feedback, visual dashboards, and web interfaces**