Use Case : Tracking Complaint record

Purpose: - Tracking the complain record

The "Track Progress" use case involves monitoring the progress of tasks and projects in real-time. This use case is important to ensure that the project stays on track and that any issues or delays are identified and addressed quickly.

Prerequisite:- To record complaints.

Basic flow: -

1. Click on the track complaint tab.
2. Enter track id [C.R.No.]
3. Check the status of complain
   a.Complete
   b.Inprocess
   c.Incomplete
4. Graphical representation of status.(Progress bar)
5. Work completion data ,Person who completed task,Task done or not.(Tabular representation.)

Time	Name	Status