



Complaint Processing App Software Design

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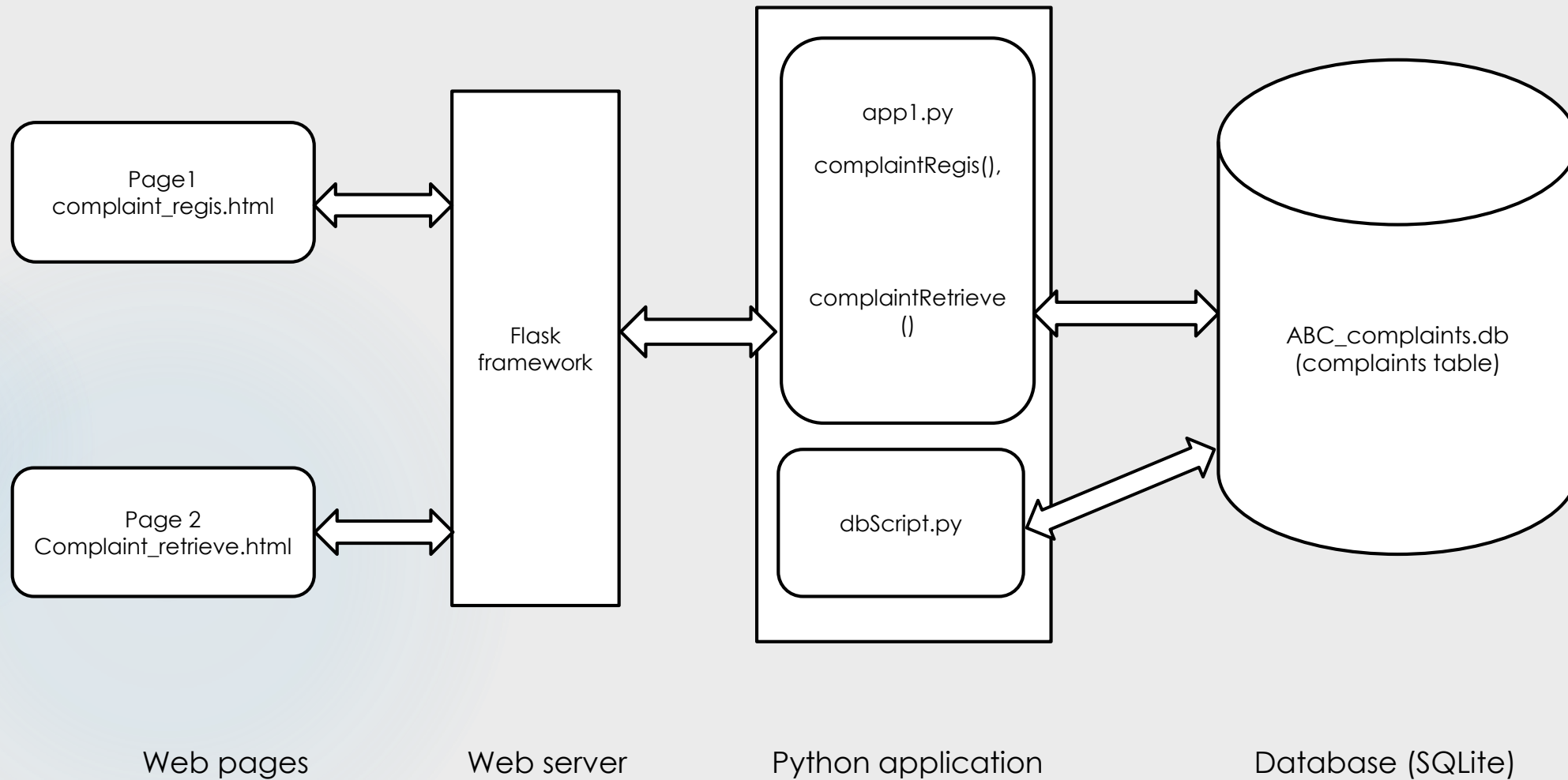
Objective


- ▶ To design a complaint processing web application.
- ▶ To centralize the complaint registration.

Motivation

- ▶ Receiving complaints from different sources.
- ▶ Difficult to manage all these complaints.
- ▶ To give feedback to product managers .

Design



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- ▶ Flask is a lightweight micro web application framework. It is a specification that describes how a web server communicates with web pages.
 - ▶ An application programming interface (API) is a code that allows two software programs to communicate with each other. It refers to a part of a computer program designed to be used or manipulated by another program.
 - ▶ Python API connects python code to database on one side and to web server on other side.

Steps

1. Run app1.py and open localhost in web browser. Select Complaint Registration page Link.
2. All the inputs are filled in Complaint registration page and get stored in database.
3. A Complaint registration number is generated each time when a record is entered in database table.
4. Go back to home page and select Complaint Status page Link.
5. Enter the complaint registration number and click search. (The complaint registration number starts from 1028.)
6. The complaint status corresponding to complaint registration number is fetched from database and displayed on web page.

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