

CS387 Project–CApp

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1 Goal

Our goal is to create an interface where a user can post a complaint of any problem/issue and get in touch with the authorities to get it resolved. It would have the following features:

1. To post a complaint or reply to an earlier complaint user has to log in.
2. Each user will have a unique id. That way the same user can't have two different profiles.
3. Each post will have a category so that while viewing complaints we can select complaint by category. There will be a list of authorities who will be responsible for resolving complaints. In a post, you can tag an authority to which you want to complain.
4. If the post is resolved the authority can mark the complaint as resolved and the complaint will not appear in your timeline anymore. If some other person agrees/disagrees with the same complaint he can upvote/downvote(+1/-1) the post.
5. An authority can mark a complaint as fake. Every user will have a rating based on the number of genuine/fake complaints that he has posted. The user who has posted a fake complaint will be given less priority and will be removed if he posts fake complaints more than a certain limit.
6. Structure
 - Login page: To Sign in/Sign up as user or authority
 - Homepage: It will have different tabs for showing our newsfeed, search button, a button to create a new complaint and log out. Each complaint will have message content, button to upvote/downvote, fake button(which can be accessed only by authorities), list of users/authorities who are tagged, status (which will show if the complaint has been resolved or not resolved), time when the complaint was posted and replies to that complaint.

2 Website interface Details

There would be two types of users :

1. User: On opening the website, the customer would be directed to the login page. A previously signed up customer can directly login. Otherwise, he would be redirected to the Sign Up page. After logging in, the customer can look through a list of previous complaints, post a new one, upvote/downvote previous ones,etc
2. Council: A user can become a member of the Council only by the administrator of the database. He/she has a tag showing which department/council he/she is from. After logging in, the authority can look through a list of complaints he is tagged in, resolve or make previous complaints as fake, post complaints/comments/replies, etc

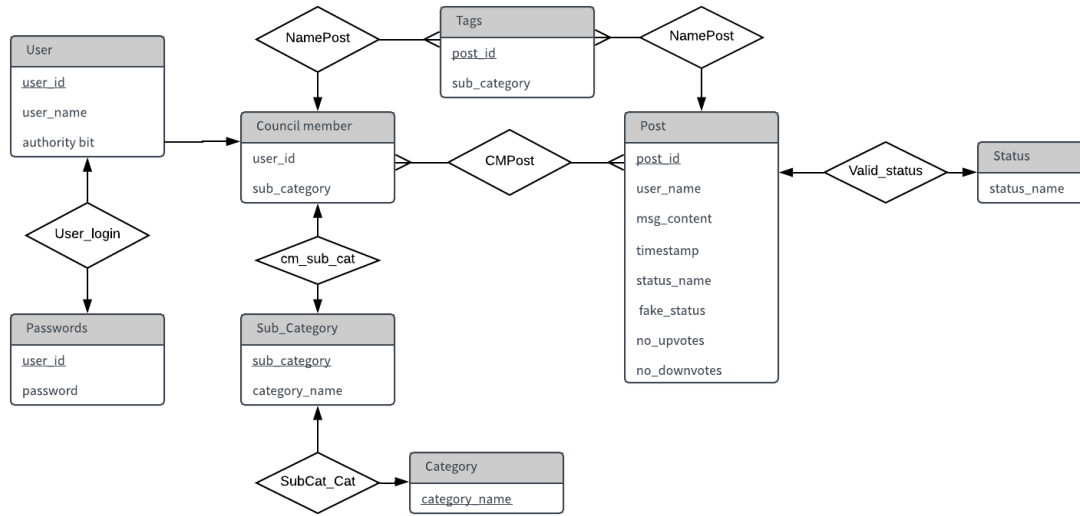


Figure 1: Entity Relationship Diagram

3 Entity Relationship Diagram

4 Testing

1. When a person(customer/authority) tries to sign up and if id of the person is present in the list of user ids, the id and password of the person are added to the login table. If the id of a person is not present in the table, he/she is not allowed to sign up and an error message is shown.
2. If the person tries to sign up as an authority and if id of the person is present in the list, he is signed up as a customer first and an approval request is sent to other authorities who are approved before.
3. If a customer/authority who has already signed up tries to login, the login credentials are verified and if the credentials are correct, the person is allowed to login. Otherwise, an error message is shown.
4. If a person writes and submits a complaint, then the following things have to be satisfied:
 - (a) The complaint has to appear on the top of the list of complaints.
 - (b) The authority who is tagged in a complaint should see the complaint in his newsfeed
5. If a person upvotes a complaint then,
 - (a) The person should be able to see the indication that he/she has upvoted that complaint.
 - (b) Number of upvotes of that complaint should increase by 1.
6. Only authorities are allowed to mark a complaint as fake.
 - (a) decreasing rating of users

5 Table Design

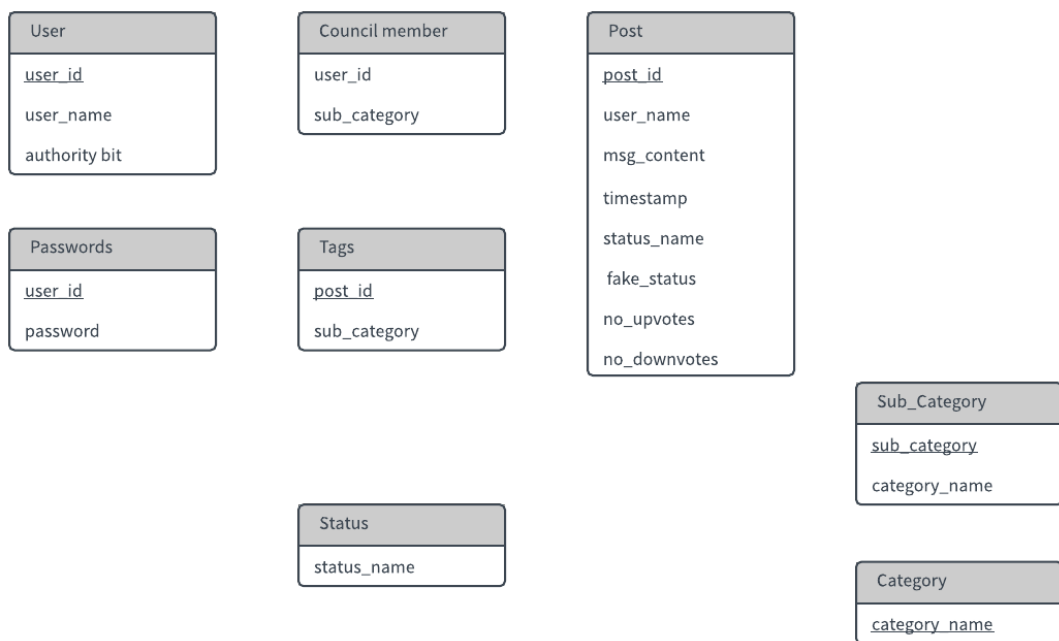


Figure 2: Table Design