Project Title: UML Complaint System

Abstract

We are planning to create a Complaint management system where university student, employees and faculty can register their complaints by creating new account or signing into existing account. After filing a complaint, admin will receive a notification with the complaint ID. The purpose of hiding complaint details is to make secure environment around university and make user comfortable to talk about incidences happing around them by keeping their identity secret. If the user is not satisfied with the department's answer or notices the same scenario reoccurring, he or she may reactivate the initial complaint, which will be forwarded to a higher-ranking member of the hierarchy in the corresponding department.

Problem Statement:
For example, "some PC are not working in Library on first floor" this type of complained C posted by one student, now this C will be visible to admin and is send to let say IT dept. Now its's responsibility of IT department to check and repair the PC in library. After that IT department change the complaint status as resolve.

Team Members:

Shaili_Trivedi@student.uml.edu(student_id : 02008856)
Dharti_Patel1@student.uml.edu(student_id : 02007206)

Technologies and Tools:
For front end we will use Html, CSS, JavaScript by which we can make user friendly interface. For backend we will use Java and Spring. We will use Eclipse for java Development.

Weekly_Project_Progress_Report_1

Project Name: UML Complaint Management
Team Members: Shaili Trivedi
Technologies:
    Front-End: Html, Css, JavaScript
Work Done:
    First we decide our project design and decide the flow of our project and divide webpages for front end.
    Dharti Patel: I have developed a total 5 pages like user, admin, home, contact us, department for our home page and link to main page call index file for front end. Moreover, I have designed a Log In and Sign Up Page and link to the user, admin and department page.
    Shaili Trivedi: She created a main home page and subpages like introduction page, re-complaint page, track-complaint and feedback. And also made a link to log In page in every button of home page.

Future Implementation:
    For next week we will plan to make backend, decide database and implement it and also try to create dashboard page for our project.

Weekly_Project_Progress_Report_2

Project Name: UML Complaint Management
Team Members: Shaili Trivedi
Technologies:
    Front-End: Html, Css, JavaScript
    Back-End: Spring,Java
Work Done:
    Dharti Patel: First week we develop a main front page and all domain user, department, admin, Log In and Sign Up page. Also create a link to each other so when user submit or push button so each page redirect to another page after that I developed different 5 model of our project (User, Admin, Merged, Department, User complaint). Each model described all the attributes of entity. I made a entity layer and tried to connect with controller. Overall, I used MVC architecture for our project. I have used Spring and java technology I have attached all file in my repository.

    Shaili Trivedi: She designed a dashboard webpage when user Log In successfully user come up with dashboard and created a complaint page of dashboard. She has used Html, Css, JavaScript.

Future Implementation:
    In next week, we will implement all model and its connection to controller. Moreover, we will design the webpage for department and admin with dashboard with active connection.

Weekly_Project_Progress_Report_3

Project Name: UML Complaint Management
Team Members: Shaili Trivedi
Technologies:
    Front-End: Html, Css, JavaScript
    Back-End: Spring, Java, Springboot, MySQL
Work Done:
    Dharti Patel: I have designed a dashboard webpage when Admin page when the result of Log In will successful then user come up with dashboard and created a AdminDepartmentlist page with different functionalities. In that page Admin can add, view, and delete any person(user) from any department. In the Backend side I created a security authentication layer so that when any user login first its check and compare username and password with data from MySQL database. If User is valid than user navigate to userdashboard page otherwise user redirect to login page. For this I used spring.

    Shaili Trivedi: She has implemented a Complaintlist webpage and UpdateComplaint webpage with different functionalities by using Html, Css, JavaScript. In Update page admin can see, check, track and block any complaint of any user. For Back End She made a JSP file for successful user LogIn.

Future Implementation:
    In next week, we will implement User Module with different functionalities like, get complaints from user and submit to the different departments, In New complaint webpage try to fetch data from form and store in the table, In Complaints List page get all complaints from one user and In Track Complaint webpage try to track complaint with complaint I'D.

Weekly_Project_Progress_Report_4

Project Name: UML Complaint Management
Team Members: Shaili Trivedi
Technologies:
    Front-End: Html, Css, JavaScript
    Back-End: Spring, Java, Springboot, MySQL
Work Done:
    Dharti Patel: I have implemented session functionality in Spring MVC for the user module so when any user login to portal, session will be started and when user logout session will be terminated. Moreover, I created a code for sign up page if any user does not have an account, then the user can sign up with his/her information and data will be stored in database. In addition, the user dashboard is linked with all three complaint pages. So, I have covered all the modules of the user.

    Shaili Trivedi: She has developed a department module User Interface. In that She has designed Dashboard webpage, ComplaintList webpage, ResolveComplaint webpage and ResloveComplaintList webpage for department module.

Future Implementation: Next week we target to do admin and department module with features. We will implement Log In credentials and set session for admin and department module.