

Complaints Logging System Manual

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DESCRIPTION

The system is designed for Joomla! platform and is a Joomla component which logs complaints received by the one of following ways: (1) through a form on the website, (2) by sending an SMS message, (3) via e-mail.

1. **Web Logging:** The user would open the "Feedback" page at the site and enter key information (name, contacts, etc) along with details of the complaint.
2. **SMS Logging:** Upon receipt of an SMS complaint an acknowledgement message would be returned to the complainant indicating that the message was received and will be processed. Upon resolution the complainant would receive a message which they can confirm that the resolution was satisfactory or otherwise. If the latter, additional steps will need to be done.
3. **E-mail Logging:** An e-mail would be sent to an e-mail address. An auto-responder would send out an acknowledgement and the business flow would be the same as for SMS logging.

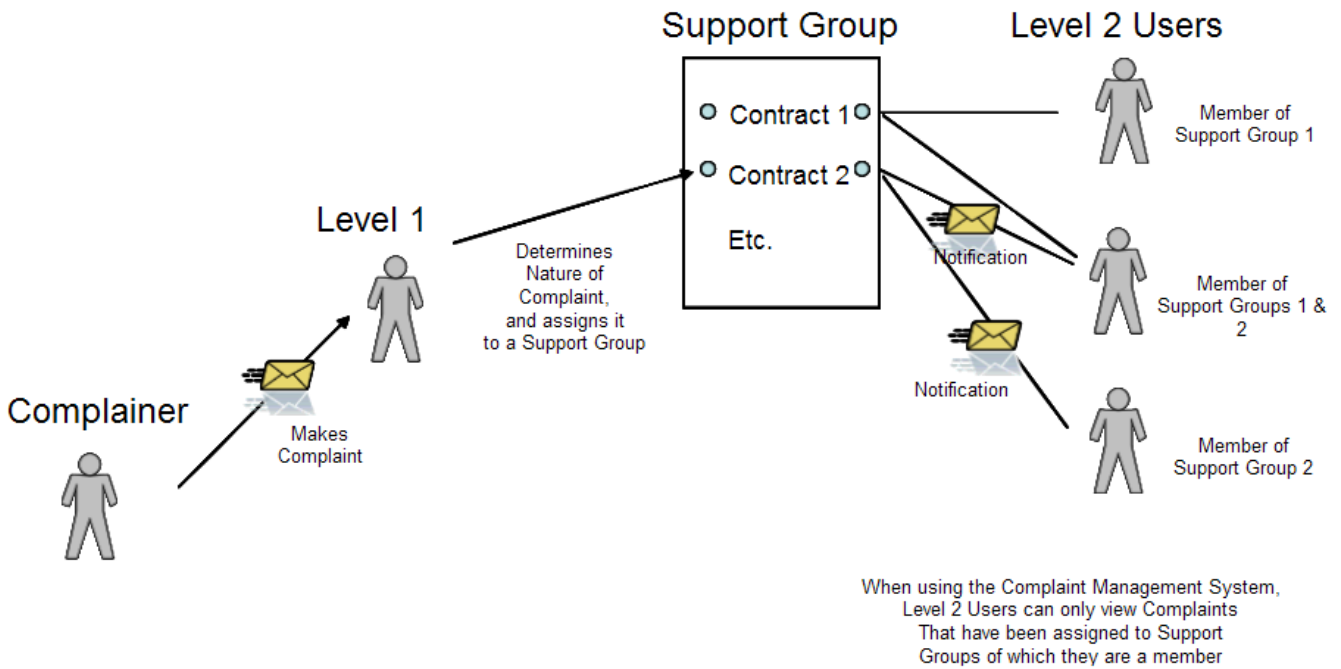
Note: It is possible for the system managers to add complaints manually from other sources.

Upon receipt of a complaint a notification will be sent to appropriate parties. The reporting facility in the system would record the details of the message, sender information, when received, etc. Later, when resolved, the complainant will be notified by SMS if possible. The reporting system will record the elapsed time for dealing with the complaint as well as the outcome. The system allows anonymous complaints to be made if the displaced person wish to do so.

USER ROLES

The user roles can be defined in the Joomla! User Manager section. It is also possible to select specific notification levels for each user.

- **System Administrator:** Can do everything. No one should have this permission except the site administrator.
- **Level 1:** Manage complaint data and assign them to Level 2 groups.
- **Level 2:** Responsible for resolving the complaints assigned by Level 1.
- **Supervisor:** Can add comments and view all complaints.
- **Guest:** Can view reports and statistics.



FUNCTIONS MAP

	System Administrator	Level 1	Level 2	Supervisor	Guest
View complaints list	all	all	only assigned	all	none
View complaint location on the map	yes	yes	yes	yes	yes
View section map	yes	yes	no	no	no
View reports	yes	yes	yes	yes	yes
View actions log	yes	yes	no	yes	no
View contracts list	yes	yes	no	yes	no
View sections list	yes	yes	no	yes	no
View support groups list	yes	yes	no	yes	no
Download reports	yes	yes	no	yes	no

Modify complaint data	everything				nothing
- Message source		no	no	no	
- Complainer Name		yes	no	no	
- Complainer Email		yes	no	no	
- Complainer Phone		yes	no	no	
- Complainer Address		yes	no	no	
- Complainer IP		no	no	no	
- Preferred Contact Method		yes	no	no	
- Date received		no	no	no	
- Raw message		no	no	no	
- Date processed		no	no	no	
- Processed message		yes	no	no	
- Assigned to support group		yes	no	no	
- Contract		yes	no	no	
- Location		yes	no	no	
- Processed by		no	no	no	
- Complaint category		yes	no	no	
- Message priority		yes	no	no	
- Date resolved		no	no	no	
- Resolved and closed		yes	no	no	
- Resolution		yes	no	no	
- Resolved by		no	no	no	
- Add comment		yes	yes	yes	
- Upload picture		yes	yes	no	

Modify contract data	yes	yes	no	no	no
Modify section data	yes	yes	no	no	no
Modify support group data	yes	yes	no	no	no
Remove complaint	yes	no	no	no	no
Remove contract	yes	no	no	no	no
Remove section	yes	no	no	no	no
Remove support group	yes	no	no	no	no
Add new users	yes	no	no	no	no
Modify user settings	yes	no	no	no	no
Configure system settings	yes	no	no	no	no

COMPLAINTS

The complaints list can be found in the Joomla back-end -> Components -> Complaints as well as in the front-end if the site administrator decides to have that feature. You will see Help button on your top right where you can find all the needed info about dealing with the complaints.

SECTIONS

The sections should be defined by the site administrator. The sections have name and description and are tagged on the map. It is used to define the places where you have contractors working on your project and it is expected to get complaints from that regions. You will see Help button on your top right where you can find all the needed info about managing the sections.

CONTRACTS

The contracts should be defined by the site administrator. Contracts have name, description and are assigned to the sections. You can assign a complaint to a contract if you think that it is because of your contractor. You will see Help button on your top right where you can find all the needed info about managing the contracts.

REPORTS

In the reports section you will see statistics about the complaints. You will be able to download complaints data, see how many unresolved complaints you have and see the complaints map.

NOTIFICATIONS

The system will keep a log about every action a registered user or the system performed. You will be able to filter the list to find actions performed by a user.

INSTALLATION

REQUIREMENTS

- You need to have a Joomla! version 1.5 website
- You need to have a computer running a Windows operating system, connected to the internet and always on which will receive emails, sms messages with the modem connected to it and direct them to the website.

INSTALLING THE JOOMLA EXTENSIONS

1. Install com_cls.zip extension in joomla
2. Install plg_user_extend.zip plugin and enable it from Plugins Manager
3. Set your user Role as Super User from the Users Manager
4. Install plg_cls_users.zip plugin and enable it from Plugins Manager - This will redirect Auditors, Resolvers and Viewers directly to Complaints component after they login
5. Create a new menu item of Complaints -> Complaint Form type if you want to enable website complaint logging

At this point you already have the website logging enabled. You can add managers and define roles for them. You will need to configure the component settings from Components -> Complaints -> Settings on your top right. You will find detailed description when you navigate to the option label.

ENABLING EMAIL AND SMS LOGGING

You need to install Cygwin from <http://cygwin.org/> with the following packages cygrunsrv, ssmtp, php and mysql client on your windows computer connected to the internet.

To enable e-mail complaint logging on a windows computer install a service which will check complaint emails.

1. Rename dev-* files and remove dev- prefix. Put this 3 files somewhere (class.phpmailer.php, class.smtp.php, email2mysql.php). Edit email2mysql.php and write appropriate configuration in the header
 2. Open Cygwin Command Line and write > php email2mysql.php install
 3. To start the service you need to write > php email2mysql.php start
- email2mysql.php is responsible for receiving email complaints and sms queue.

To enable SMS complaint logging you should have a modem connected to your computer.

1. Unpack smstools-2.2.20.tar.gz
2. You can find the supported modems in doc/hardwarecomp.html file
3. Open doc/windows.html file and follow the installation steps
4. For /etc/smsd.conf use the smsd.conf file which is written for ZTE MF637 modem. (Make sure to select appropriate com port for the modem, by default it is: device = /dev/com4)
5. Open sms2mysql, configure it and put into /usr/local/bin

To test the email complaints you need to send an email to the complaints email address which should appear on the site after a couple of minutes. An SMS need to be sent to the SIM card number inside the modem and it should appear in the site if you have configured it properly.