

# 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, the message would be automatically forwarded via e-mail to at least three different users. 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.

- **Super Users:** Can do everything. No one should have this permission except the site super administrator.
- **Administrators:** Can do everything except deleting complaint data. Administrators due is to follow up the process of the resolution and verify the resolution outcome by confirming and closing the resolved complaint. Can act as an Auditor and Resolver.
- **Auditors:** Can add complaint data. Auditor's due is to process received complaints, decide the area and priority of the complaint, communicate with the resolvers and write the resolution result.
- **Resolvers:** Can view the complaint data and add follow up comments. Resolver's due is to resolve processed complaints and write comments about the resolution.
- **Viewers:** Can view the complaint data and follow up comments.

## **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.