**Steps to run the system:**

1. Install ngrok in your system, to generate a link for your local system.
2. Run ngrok in the local system using the following command.   
   *./ngrok http <your port number>*
3. Copy the url generated( Example: *Forwarding:* [*www.5039aa7.ngrok.io*)](http://www.5039aa7.ngrok.io)) and append it with ‘*/sms*’. ‘*/sms*’ is our API name.
4. Copy the full URL and enter this url in Twilio’s personal dashboard.
5. Download x2.csv, model.sav, model\_training.ipython, predict\_function.py, vectorizer.pk, topFeature.R, appupdate.py in the same folder.
6. Run app11.py to start and run the server on local system. This will start the server at the defined port number, for example; port number 5000.  
   *For python < 3.0.0: python app11.py*

*For python >= 3.0.0: python3 app11.py*

1. Send complaint text from the registered mobile number to the number registered in Twilio account.
2. Receive the ticket number as the response from the server.
3. Use the ticket number and send a text message; ‘*Status <ticket number>*’, to identify the status of the complaint for that particular ticket number.

***Steps to Access the Dashboard.***

1. Install Elasticsearch and Kibana on your system.
2. Extract the contents of each. Go to each of the folder in separate terminal windows.
3. Run the following commands.  
   For Kibana: *./bin/kibana*For Elasticsearch: ./bin/elasticsearch
4. Go the kibana on the local system.

localhost:5601

1. Navigate the dashboard section on the right-hand side of screen. Select the dashboard named: ‘Complaint Analysis of Data Spartans Bank’