**AL-REVIVE (CRM)**

**Summary**

In this CRM :-

* We will create users as Admin, Team Leader & Agent.
* We will manage users and the data will be stored in users table.

**Requirement**

* PHP( Version 8.1 )
* Laravel
* My Sql
* Wamp Server
* VS Code Editor
* Composer

**CRM(FLOW)**

**Login:-**

* Enter your User Id/Email and Password to get a successful login .
* You will get redirected to the landing page based on your user type.
* Based on the type of user (Admin, Team Leader or Agent) user can access different pages.

**Admin can access pages:-**

Upload File:-

* Admin can select a CSV file that contains data as per format defined and upload the data into a database table.
* Admin can download the format for the data file.

Home:-

* Data is represented in tabular form.
* Only “ [adminleyland@dispostable.com](mailto:adminleyland@dispostable.com) “ can delete the data in the table shown.
* By clicking on the job card no Admin will be redirected to the Create Complaint page.
* Create Complaint -
* It consists of various sections like : Vehicle Details, General Details, Question, Document Status, Description and Additional Remarks
* Along with expandable sections like: Pre-Approval Stage, Repair Stage, Post-Approval Stage, Pre-Approval Stage - Delay Analysis, Repair Stage- Delay Analysis and Post-Approval Stage- Delay Analysis.
* And two buttons are History and Bibo History.
* Click on the update button to store the updated details in tables.

Report:-

* Click on the download button and the report will be downloaded.

Master:-

* This is a section that consists-
* Pre - Approval Stage - Delay Reason
* In the complaint list section, click on the Get Data button to get the data.
* Admin can edit or delete the data
* Admin can download the data in tabular form.
* Repair Stage - Delay Reason
* In the complaint list section, click on the Get Data button to get the data.
* Admin can edit or delete the data
* Admin can download the data in tabular form.
* Post-Approval Stage- Delay Reason
* In the complaint list section, click on the Get Data button to get the data.
* Admin can edit or delete the data
* Admin can download the data in tabular form.
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* In the complaint list section, click on the Get Data button to get the data.
* Admin can edit or delete the data
* Admin can download the data in tabular form.

Home (Complaint List):-

* Admin can fetch the details using either vehicle registration no, Chassis no, Engine no, owner name or job card no. From the database in tabular form by clicking on the search button.
* The Get Data button generates a blank table if there is nothing searched.
* Admin can download the data by clicking on the excel button.
* Click button redirects user to create complaint page.

Search Data Job Card:-

* Admin can fetch the details using either vehicle registration no, Chassis no, Engine no, owner name or job card no. From the database in tabular form by clicking on the search button.

Post Service Feedback :-

* Admin can fetch the details of Post Service Feedback by clicking on the Get Data button in a tabular form.
* Once data appears in tabular form, click on click button to be redirected to Post Service Feedback-data-report.
* Vehicle Details and General Details section are read only here.
* Post Service Feedback Query and Pre-Closing sections can be updated.
* In Post Service Feedback Query and Pre-Closing sections, questions changes on the basis of the answer to the first question.

Job Card Days History :-

* Admin can search the card number using suggestions.
* Using the card number Admin can click on submit to get data.
* By clicking the Generate PDF button, Admin can download the data fetched.

**Team Leaders can access pages:-**

Home:-

* Data is represented in tabular form.
* Only “ [adminleyland@dispostable.com](mailto:adminleyland@dispostable.com) “ can delete the data in the table shown.
* By clicking on job card no Team Leader will be redirected to the Create Complaint page.
* Create Complaint -
* It consists of various sections like : Vehicle Details, General Details, Question, Document Status, Description and Additional Remarks
* Along with expandable sections like: Pre-Approval Stage, Repair Stage, Post-Approval Stage, Pre-Approval Stage - Delay Analysis, Repair Stage- Delay Analysis and Post-Approval Stage- Delay Analysis.
* And two buttons are History and Bibo History.
* Click on the update button to store the updated details in tables.

Home (Complaint List):-

* Team Leader can fetch the details using either vehicle registration no, Chassis no, Engine no, owner name or job card no. From the database in tabular form by clicking on the search button.
* The Get Data button generates a blank table if there is nothing searched.
* Team Leader can download the data by clicking on the excel button.
* Click button redirects user to create complaint page.

Report:-

* Click on the download button and the report will be downloaded.

Search Data Job Card:-

* Team Leader can fetch the details using either vehicle registration no, Chassis no, Engine no, owner name or job card no. From the database in tabular form by clicking on the search button.

Post Service Feedback :-

* Team Leader can fetch the details of Post Service Feedback by clicking on the Get Data button in a tabular form.
* Once data appears in tabular form, click on click button to be redirected to Post Service Feedback-data-report.
* Vehicle Details and General Details section are read only here.
* Post Service Feedback Query and Pre-Closing sections can be updated.
* In Post Service Feedback Query and Pre-Closing sections, questions changes on the basis of the answer to the first question.

Job Card Days History :-

* Team Leader can search for the card number using suggestions.
* Using the card number, Team Leader can click on submit to get data.
* By clicking the Generate PDF button, Team Leader can download the data fetched.

Agents:-

* This section consists of two parts : Create Agents and Agents List.
* Create Agents :-
* Team Leader can create agent by adding details in required columns.
* Click on the add user button.
* New Agent will be created/registered.
* Agents List :-
* Agents List appear on the screen in the tabular form.
* Only the Agents created by the Team Leader will be visible to him.
* Team Leader can delete the Agent through delete button.
* Agent will be deleted.

**Agents can access pages:-**

Home (Complaint List):-

* Agent can fetch the details using either vehicle registration no, Chassis no, Engine no, owner name or job card no. From the database in tabular form by clicking on the search button.
* The Get Data button generates a blank table if there is nothing searched.
* Agent can download the data by clicking on the excel button.
* Click button redirects user to create complaint page.

Report:-

* Click on the download button and the report will be downloaded.

Search Data Job Card:-

* Agent can fetch the details using either vehicle registration no, Chassis no, Engine no, owner name or job card no. From the database in tabular form by clicking on the search button.

Post Service Feedback :-

* Agent can fetch the details of Post Service Feedback by clicking on Get Data button in a tabular form.
* Once data appears in tabular form, click on click button to be redirected to Post Service Feedback-data-report.
* Vehicle Details and General Details section are read only here.
* Post Service Feedback Query and Pre-Closing sections can be updated.
* In Post Service Feedback Query and Pre-Closing sections, questions changes on the basis of the answer to the first question.

Job Card Days History :-

* Agent can search the card number using suggestions.
* Using the card number Agent can click on submit to get data.
* By clicking the Generate PDF button, Agent can download the data fetched.