



PROJECT ON

COMPLAINT MANAGEMENT SYSTEM

BY

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(WEB TECHNOLOGIES)

ABSTRACT

- ❖ As the name specifies "COMPLAINT MANAGEMENT SYSTEM" is a software developed for managing various complaints raised by customers . And to provide easy and attractive interface to both parties Customer as well as Admin that resolves the various complaints.
- ❖ Our project is for the intermedeators who come up with solution of customer's query and problems.
- ❖ Identification of the drawbacks of the existing system leads to the designing of computerized system that will be compatible to the existing system with the system Which is more user friendly and more GUI oriented. We can improve the efficiency of the system, thus overcome the drawbacks of the existing system.
 - Less human error .
 - Strength and strain of manual labor can be reduced.
 - High security.
 - Data redundancy can be avoided to some extent.
 - Data consistency.
 - Easy to handle.
 - Easy data updating.
 - Easy record keeping.

- We have contained a following modules in our project.

1. Company's Home page
2. User (Customer) login page
3. User registration page
4. Admin login page
5. User dashboard
6. User profile page
7. User change-password page
8. Raise complaint page
9. Raised complaint history
10. Admin total complaint history page
11. Admin change-password
12. Admin complaint management page (take action page)
13. Admin manage-user page
14. Admin add category page
15. Admin add subcategory page
16. Admin add state page
17. Employee add (registration) page
18. Admin manage-employee page

Database :

Table	Rows	Type	Collation	Size	Overhead	Charset	Comment	Creation	Last update	Last check
admin	1	InnoDB	latin1_swedish_ci	16 KiB	-	<dfn title="Swedish, case-insensitive">latin1		Jun 03, 2019 at 09:14 AM	-	-
category	3	InnoDB	latin1_swedish_ci	16 KiB	-	<dfn title="Swedish, case-insensitive">latin1		Jun 03, 2019 at 09:14 AM	-	-
complaintremark	6	InnoDB	latin1_swedish_ci	16 KiB	-	<dfn title="Swedish, case-insensitive">latin1		Jun 10, 2019 at 04:30 PM	-	-
employee	4	InnoDB	latin1_swedish_ci	32 KiB	-	<dfn title="Swedish, case-insensitive">latin1		Oct 17, 2019 at 01:32 PM	-	-
state	2	InnoDB	latin1_swedish_ci	16 KiB	-	<dfn title="Swedish, case-insensitive">latin1		Jun 03, 2019 at 09:14 AM	-	-
subcategory	7	InnoDB	latin1_swedish_ci	16 KiB	-	<dfn title="Swedish, case-insensitive">latin1		Jun 03, 2019 at 09:14 AM	-	-
tblcomplaints	12	InnoDB	latin1_swedish_ci	16 KiB	-	<dfn title="Swedish, case-insensitive">latin1		Jun 10, 2019 at 03:38 PM	-	-
userlog	11	InnoDB	latin1_swedish_ci	16 KiB	-	<dfn title="Swedish, case-insensitive">latin1		Jun 03, 2019 at 09:14 AM	-	-
users	2	InnoDB	latin1_swedish_ci	16 KiB	-	<dfn title="Swedish, case-insensitive">latin1		Jun 03, 2019 at 09:14 AM	-	-
9 tables	48	InnoDB	latin1_swedish_ci	160 KiB	0 B	latin1		Jun 03, 2019 at 09:14 AM	-	-

```
SELECT * FROM `admin`
```

id	username	password	updatationDate
1	admin	21232f297a57a5a743894a0e4a801fc3	04-06-2019 08:49:27 AM

```
SELECT * FROM `category`
```

id	categoryName	categoryDescription	creationDate	updatationDate
1	Computer Hardware	Mother Board, Computer Parts , Wiring , Heating	2017-03-28 12:40:55	16-10-2019 02:11:56 PM
2	Software	OS realated, Antivirus , Computer Settings , Soft...	2017-06-11 16:24:06	
3	Networking	Internet problems , adapter settings , etc	2019-06-03 10:26:05	NULL

```
SELECT * FROM `complaintremark`
```

id	complaintNumber	status	remark	remarkDate
1	18	in process	qwe	2019-10-17 13:21:07
2	27	in process	ok. we will shortly contact u.	2019-10-17 13:38:22
3	27	in process	hey. Contact will me made shortly	2019-10-17 13:39:28
4	22	in process	its done	2019-10-17 13:43:55
5	30	in process	sgee	2019-10-17 14:11:22
6	23	in process	gdgf	2019-10-17 17:01:22

```
SELECT * FROM `employee`
```

e_id	fullName	empEmail	contactNo	area_of_exp	city
1	Emp2	emp2@gmail.com	9409465317	Computer NetWorking	Vadodara
2	emp31	emp31@gmail.com	1234567894	Computer hardware	surat
3	emp32	emp32@gmail.com	9409766641	software	ahemdabad
4	emp34	emp34@gmail.com	9519465371	os	bharuch

```
SELECT * FROM `state`
```

id	stateName	stateDescription	postingDate	upadationDate
6	Gujarat	widely covers GUJARAT state	2019-10-16 22:44:03	17-10-2019 01:41:44 PM
7	New Delhi	widely covers Delhi	2019-10-17 13:41:06	NULL

```
SELECT * FROM `subcategory`
```

id	categoryid	subcategory	creationDate	upadationDate
3	2	OS Related	2019-06-10 11:52:16	NULL
4	2	particular software realted (antivirus)	2019-06-10 11:53:07	NULL
5	3	internet Settings	2019-06-10 11:53:30	NULL
6	3	connection establishment	2019-06-10 11:53:47	NULL
7	1	Replacement of parts	2019-06-10 11:54:19	NULL
8	1	Parts repairing	2019-06-10 11:54:32	NULL
9	3	Modem , Switches	2019-10-17 13:43:08	NULL

```
SELECT * FROM `tblcomplaints`
```

complaintNumber	userid	category	subcategory	complaintType	assigned_emp	state	cmp_level	complaintDetails	complaintFile	regDate	status	lastUpdateDate
18	4	1	Parts repairing	Complaint	Emp2 (Computer NetWorking)	Gujarat	Critical	wqd		2019-10-16 22:50:13	in process	2019-10-17 13:21:07
22	4	1	Parts repairing	Complaint	emp31 (Computer hardware)	Gujarat	Critical	wqd		2019-10-16 22:58:31	in process	2019-10-17 13:43:55
23	4	3	connection establishment	General Query	emp31 (Computer hardware)	Gujarat	Critical	jkl		2019-10-16 22:59:58	in process	2019-10-17 17:01:22
24	4	3	connection establishment	General Query	NULL	Gujarat	Critical	jkl		2019-10-16 23:00:04	NULL	0000-00-00 00:00:00
25	4	3	connection establishment	General Query	NULL	Gujarat	Critical	jkl		2019-10-16 23:02:16	NULL	0000-00-00 00:00:00
26	4	2	particular software realted (antivirus)	General Query	NULL	Gujarat	Critical	ghyjf		2019-10-16 23:02:41	NULL	0000-00-00 00:00:00
27	4	2	particular software realted (antivirus)	Complaint	emp32 (software)	Gujarat	Moderate	gxh		2019-10-16 23:03:18	in process	2019-10-17 13:38:22
28	4	2	particular software realted (antivirus)	Complaint	NULL	Gujarat	Moderate	gxh		2019-10-16 23:03:27	NULL	0000-00-00 00:00:00
29	4	2	OS Related	General Query	NULL	Gujarat	Critical	b jvkjbib		2019-10-16 23:05:07	NULL	0000-00-00 00:00:00
30	5	2	particular software realted (antivirus)	Complaint	emp32 (software)	New Delhi	Normal	qwertyuiop asdfghjkl zxcvbnm		2019-10-17 14:09:29	in process	2019-10-17 14:11:22
31	5	2	particular software realted (antivirus)	Complaint	NULL	New Delhi	Critical	jhhjh		2019-10-17 16:28:39	NULL	0000-00-00 00:00:00
32	5	1	Replacement of parts	Complaint	NULL	Gujarat	Moderate	xyz		2019-10-17 16:59:39	NULL	0000-00-00 00:00:00

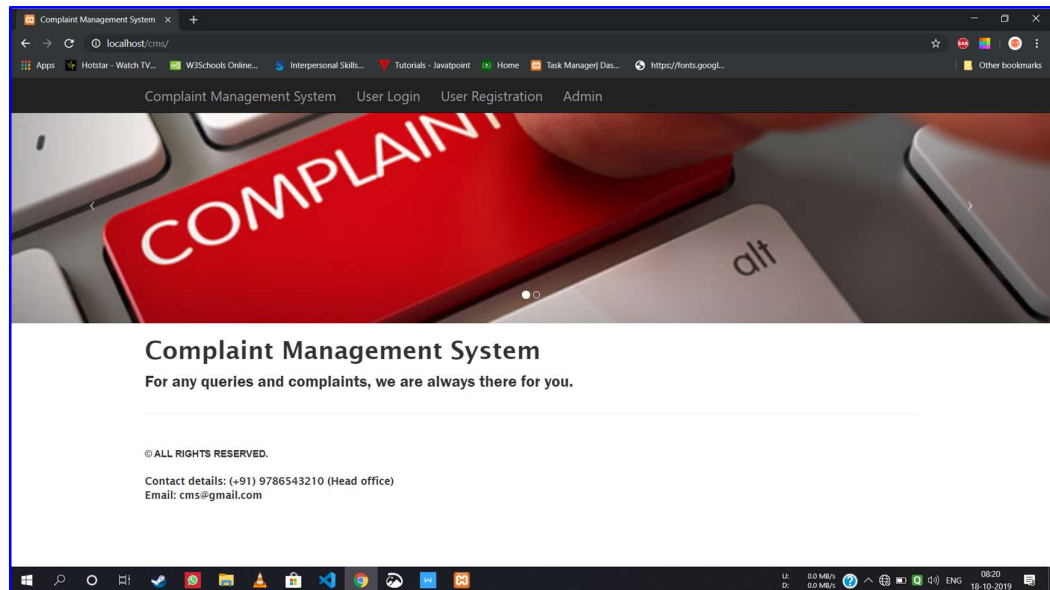
```
SELECT * FROM `userlog`
```

id	uid	username	userip	loginTime	logout	status
82	4	root@123	0x3a3a310000000000000000000000000000	2019-10-16 22:42:44		1
83	4	root@123	0x3a3a310000000000000000000000000000	2019-10-16 22:49:32		1
84	5	user1@gmail.com	0x3a3a310000000000000000000000000000	2019-10-17 12:53:06	17-10-2019 01:11:48 PM	1
85	0	user1@gmail.com	0x3a3a310000000000000000000000000000	2019-10-17 13:55:25		0
86	5	user1@gmail.com	0x3a3a310000000000000000000000000000	2019-10-17 13:55:33		1
87	4	root@123	0x3a3a310000000000000000000000000000	2019-10-17 14:12:49	17-10-2019 02:14:33 PM	1
88	4	root@123	0x3a3a310000000000000000000000000000	2019-10-17 14:15:22	17-10-2019 02:16:07 PM	1
89	5	user1@gmail.com	0x3a3a310000000000000000000000000000	2019-10-17 16:14:16	17-10-2019 04:17:09 PM	1
90	5	user1@gmail.com	0x3a3a310000000000000000000000000000	2019-10-17 16:27:59	17-10-2019 04:30:11 PM	1
91	5	user1@gmail.com	0x3a3a310000000000000000000000000000	2019-10-17 16:57:01	17-10-2019 05:00:08 PM	1
92	4	root@123	0x3a3a310000000000000000000000000000	2019-10-18 08:25:17	18-10-2019 08:30:50 AM	1

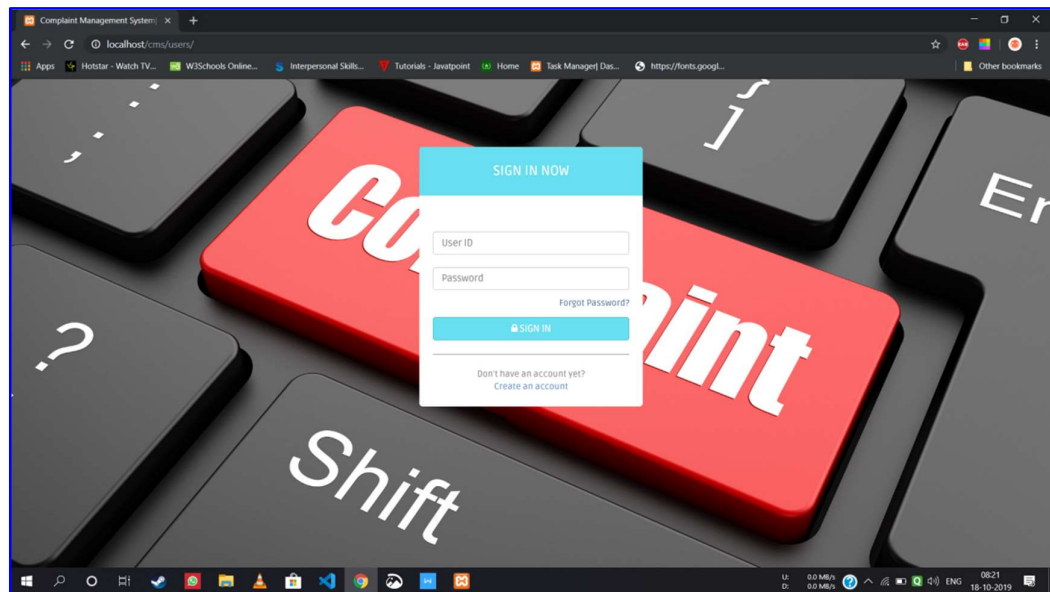
```
SELECT * FROM `users` ORDER BY `userImage` ASC
```

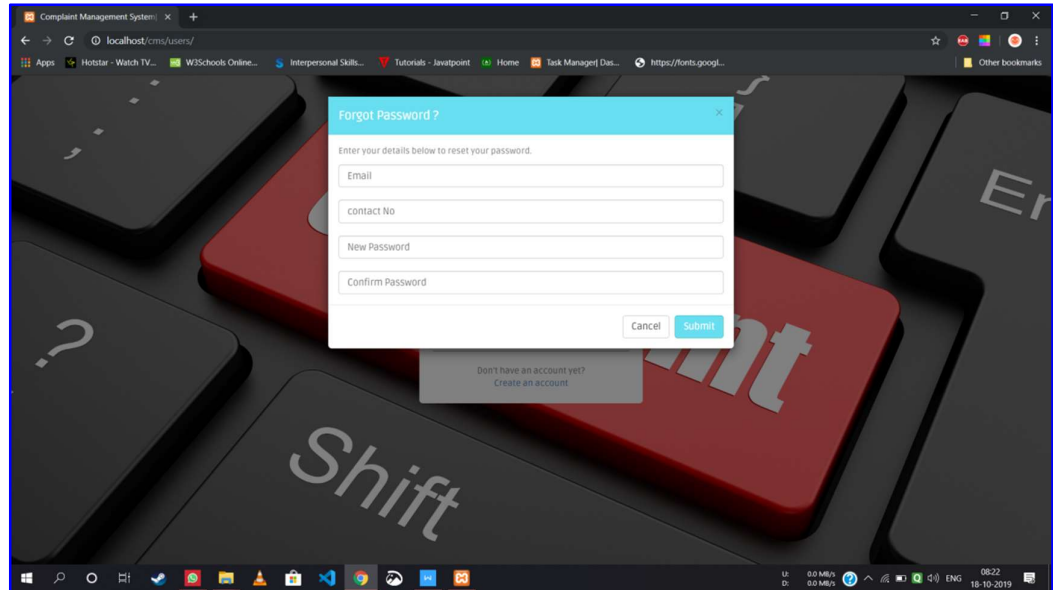
id	fullName	userEmail	password	contactNo	address	State	country	pincode	userImage	regDate	upadationDate	status
4	Emp1234	root@123	202cb962ac59075b964b07152d234b70	9409465317	NULL	NULL	NULL	NULL	NULL	2019-10-16 22:42:37	0000-00-00 00:00:00	1
5	user1	user1@gmail.com	81dc9bdb52d04dc20036dbd8313e0055	9409465310	yfmfmfj	Gujarat	India	390025	d15f808b9c8a1f7938d4458d433b4604f.jpg	2019-10-17 12:44:43	2019-10-17 16:29:33	1

Home page

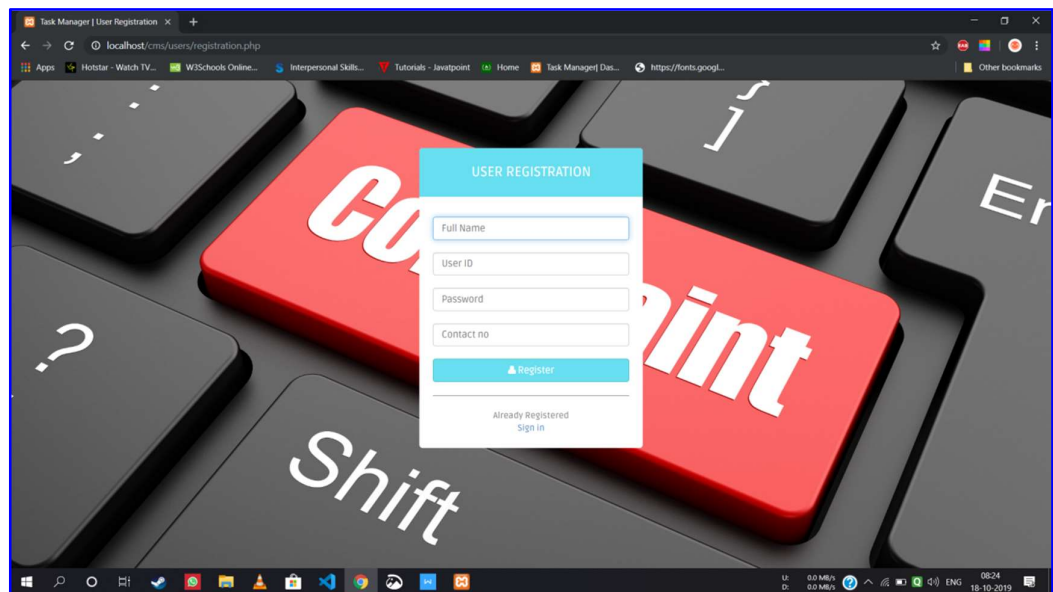


- Default homepage in our website will be user login.
- You can navigate through various options like user registration, user login, admin login via navigator on the top side of the page which can be seen in above figure.
- In the login page there is also a forgot password option from which we can change the password.

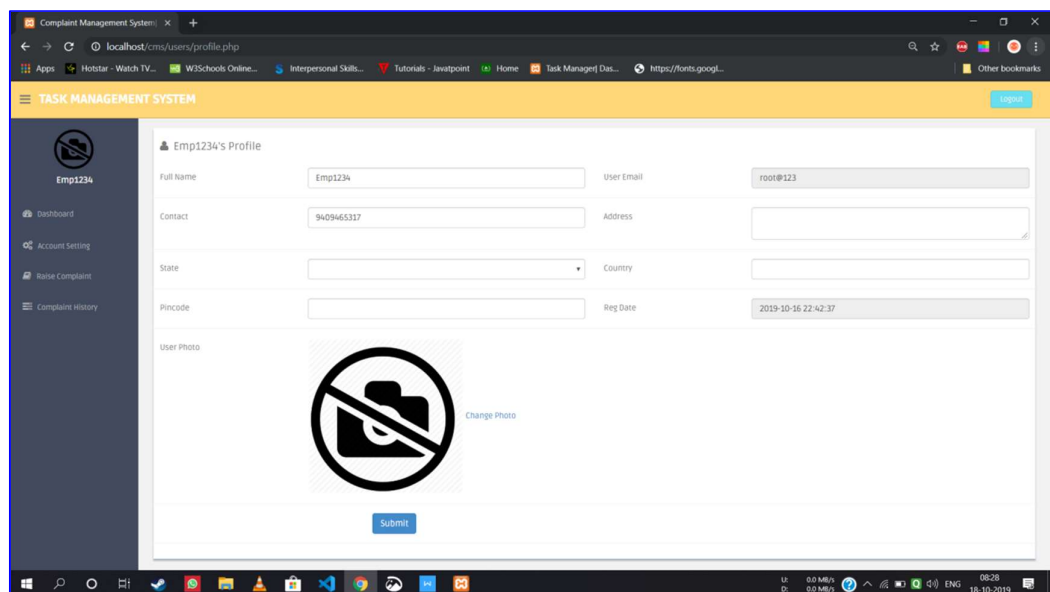
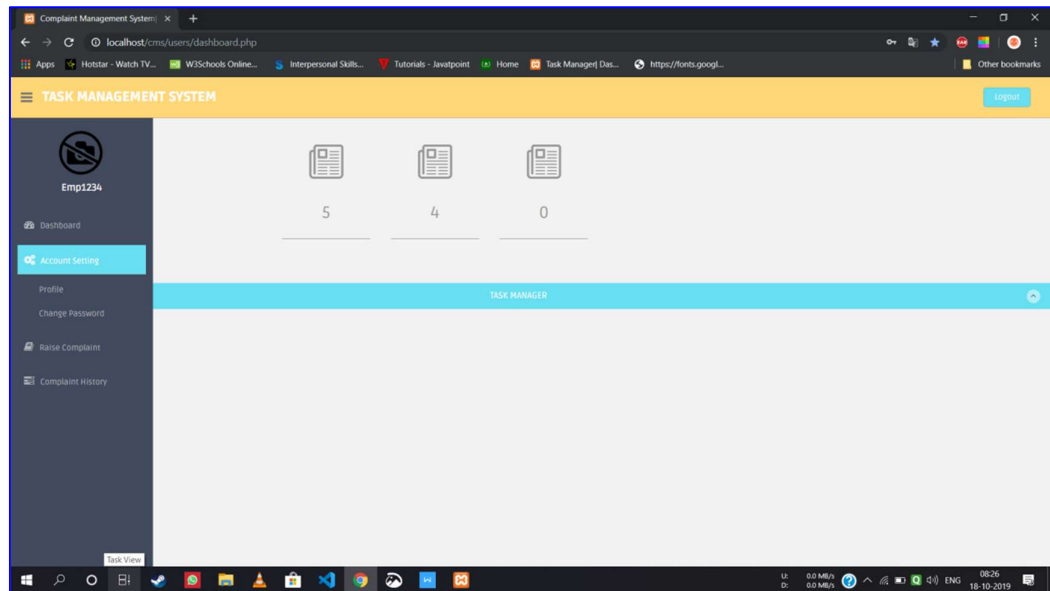




- For adding an admin, you have to add an entry in schema of admin table.
- You can add a user by user registration page.



- In user module there are many options like...
1. Dashboard
 2. Account Settings
 3. Raise complaint
 4. Complaint history



Complaint Management System | X

localhost/cms/users/register-complaint.php

Apps | Hoststar - Watch TV... | W3Schools Online... | Interpersonal Skills... | Tutorials - Javatpoint | Home | Task Manager Des... | https://fonts.googl...

TASK MANAGEMENT SYSTEM

Emp1234

dashboard | Account Setting | Raise Complaint | Complaint History

> Register Complaint

Category: Select Category Sub Category: Select Subcategory

Complaint Type: Complaint State: Select State

Complaint Level: Normal

Complaint Details (max 2000 words)

Complaint Related Doc(if any) Choose File No file chosen

Submit

TASK MANAGER

Complaint Management System | X

localhost/cms/users/complaint-history.php

Apps | Hoststar - Watch TV... | W3Schools Online... | Interpersonal Skills... | Tutorials - Javatpoint | Home | Task Manager Des... | https://fonts.googl...

TASK MANAGEMENT SYSTEM

Emp1234

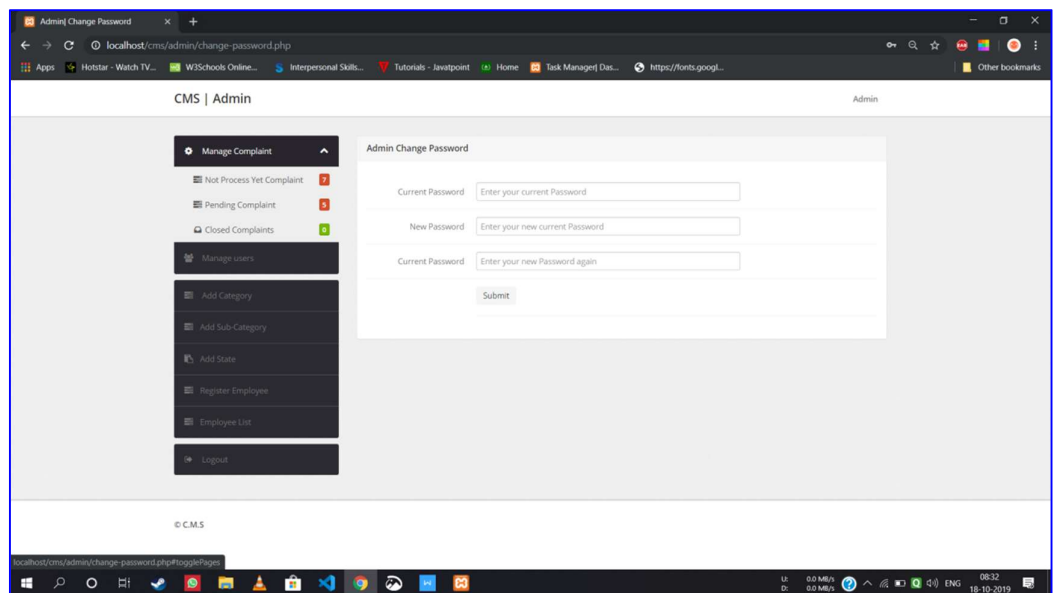
dashboard | Account Setting | Raise Complaint | Complaint History

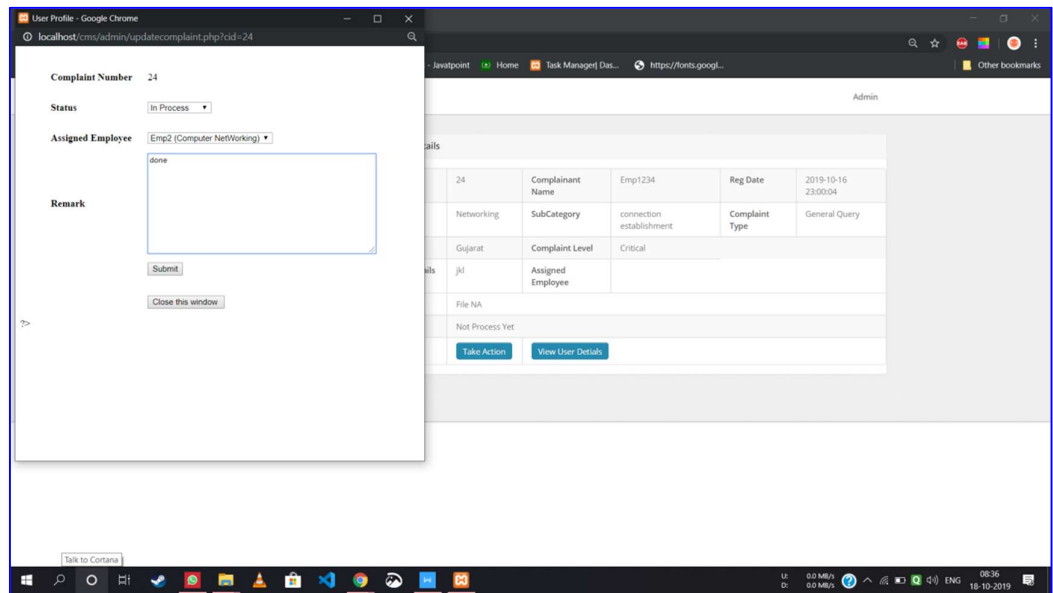
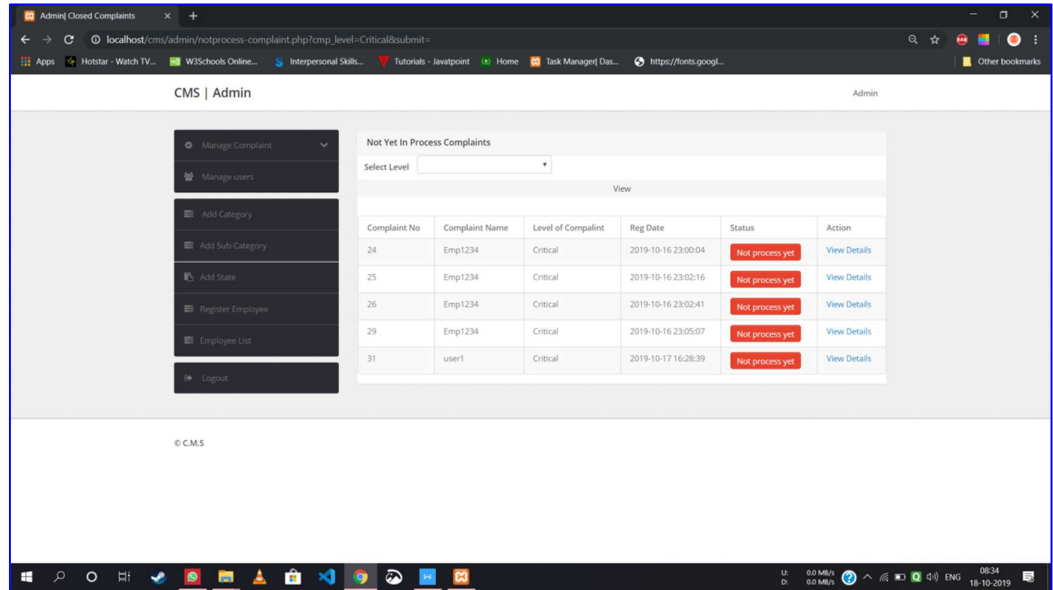
>Your Complaint Hstory

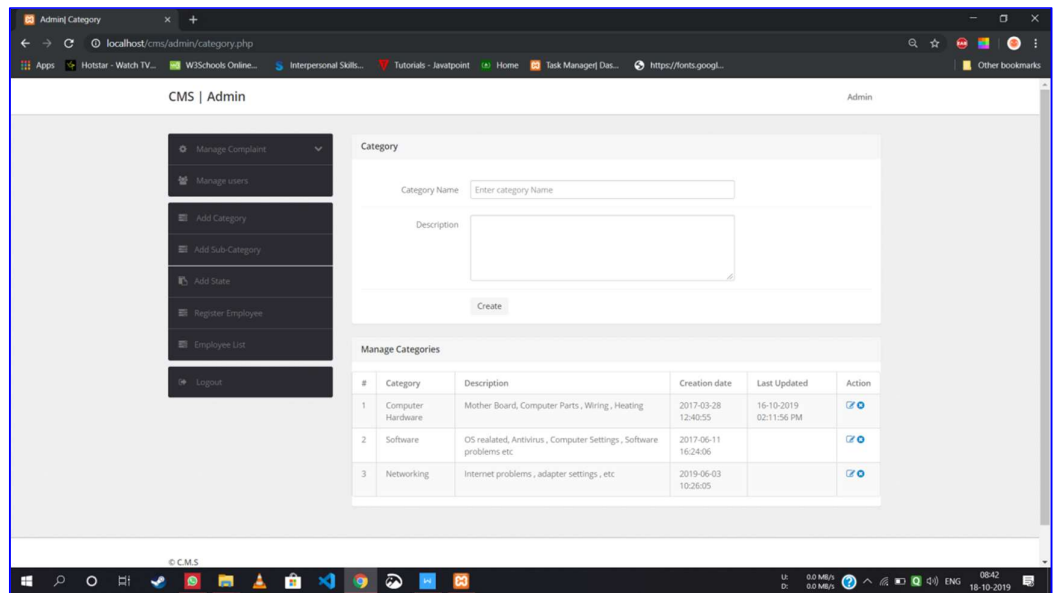
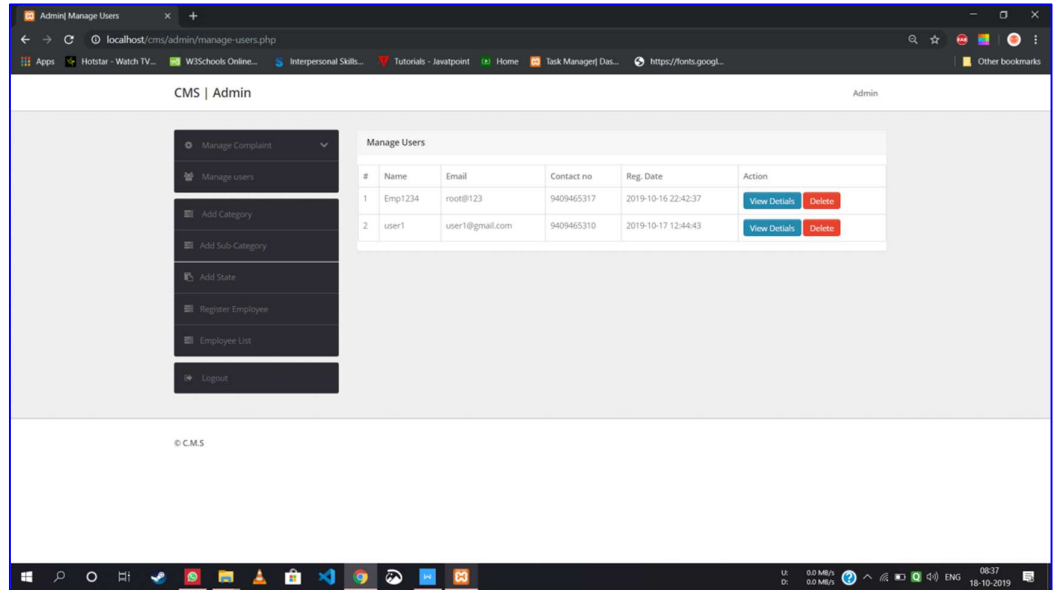
Complaint Number	Reg Date	last updation date	Status	Action
18	2019-10-16 22:50:13	2019-10-17 13:21:07	In Process	View Details
22	2019-10-16 22:58:31	2019-10-17 13:43:55	In Process	View Details
23	2019-10-16 22:59:58	2019-10-17 17:01:22	In Process	View Details
24	2019-10-16 23:00:04	0000-00-00 00:00:00	Not Process Yet	View Details
25	2019-10-16 23:02:16	0000-00-00 00:00:00	Not Process Yet	View Details
26	2019-10-16 23:02:41	0000-00-00 00:00:00	Not Process Yet	View Details
27	2019-10-16 23:03:18	2019-10-17 13:38:22	In Process	View Details
28	2019-10-16 23:03:27	0000-00-00 00:00:00	Not Process Yet	View Details
29	2019-10-16 23:05:07	0000-00-00 00:00:00	Not Process Yet	View Details

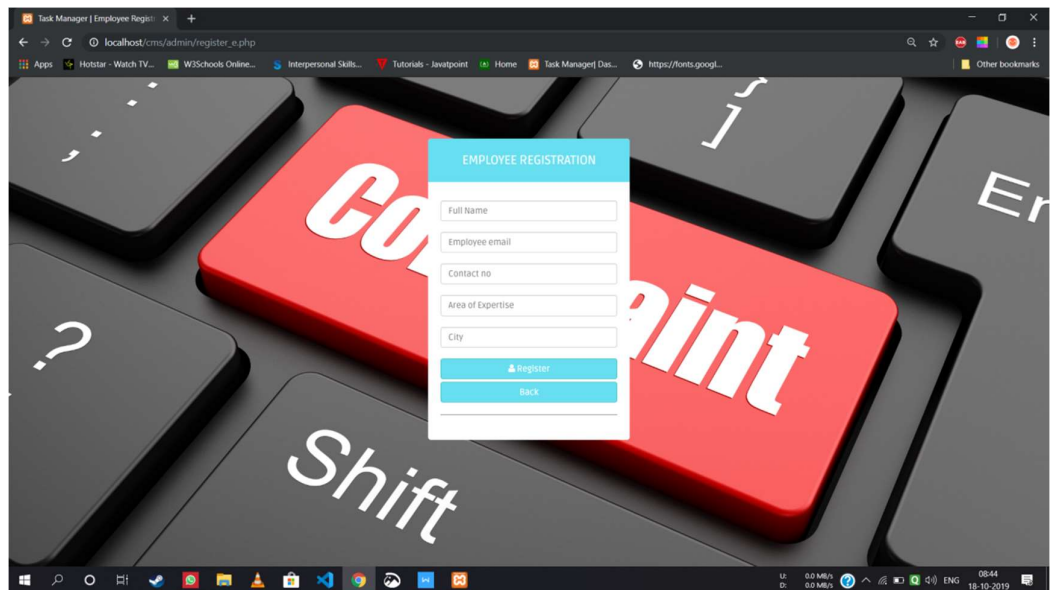
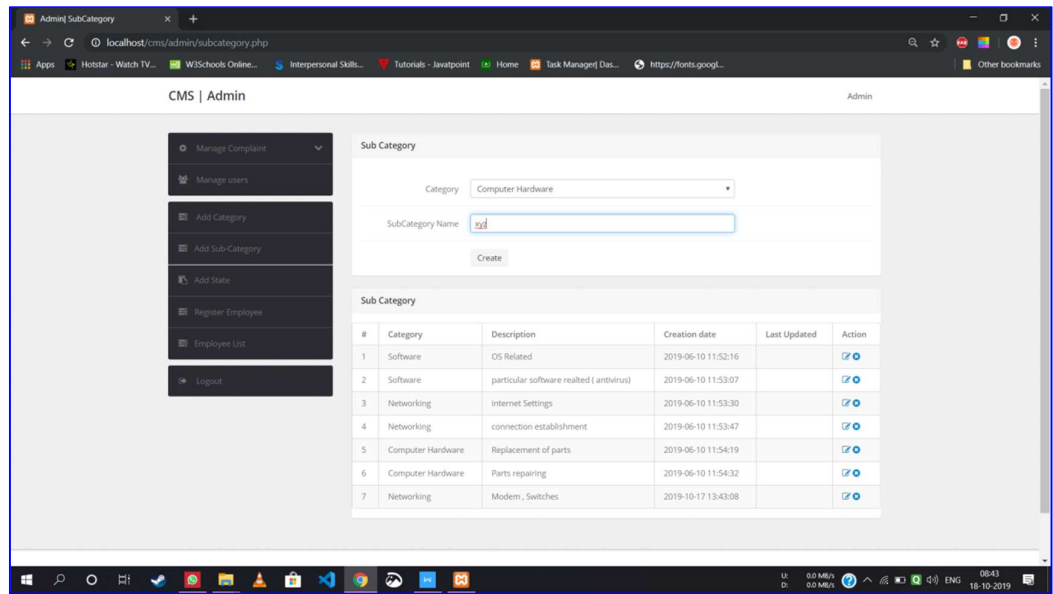
TASK MANAGER

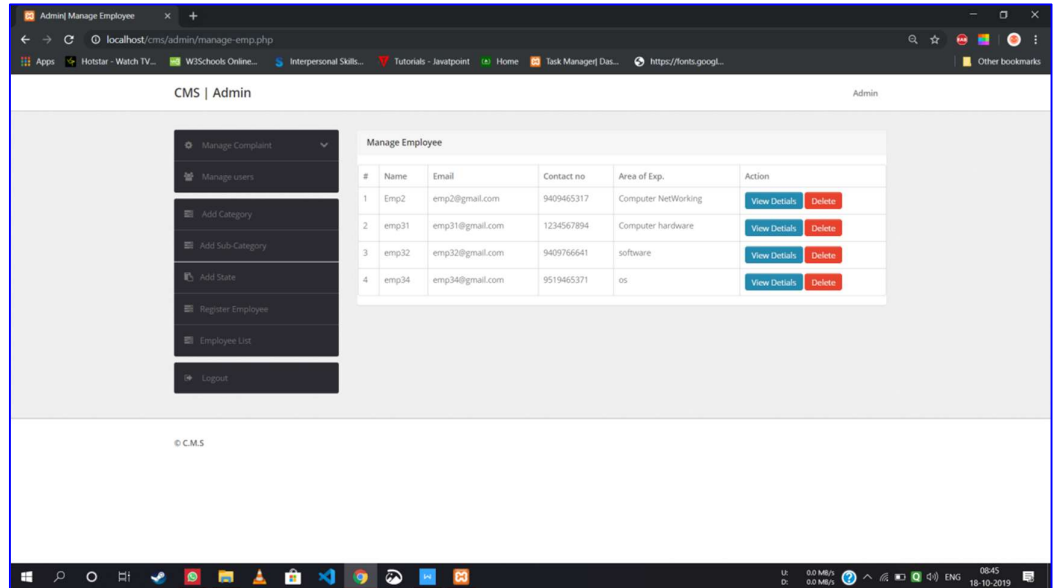
- In admin module there are many options like...
 1. Admin change password
 2. Not in process complaint , In process complaint , Closed Complaint
 3. Manage users
 4. Add category
 5. Add subcategory
 6. Add state
 7. Employee Registration
 8. Employee List (editable option)











Reference :

www.github.com

www.w3schools.com