

Automated Complaint Management Ticking System

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Introduction

Installation Guide

For this app we will need [XAMPP](#) to setup the database MySQL and Apache Web server to run the php file.

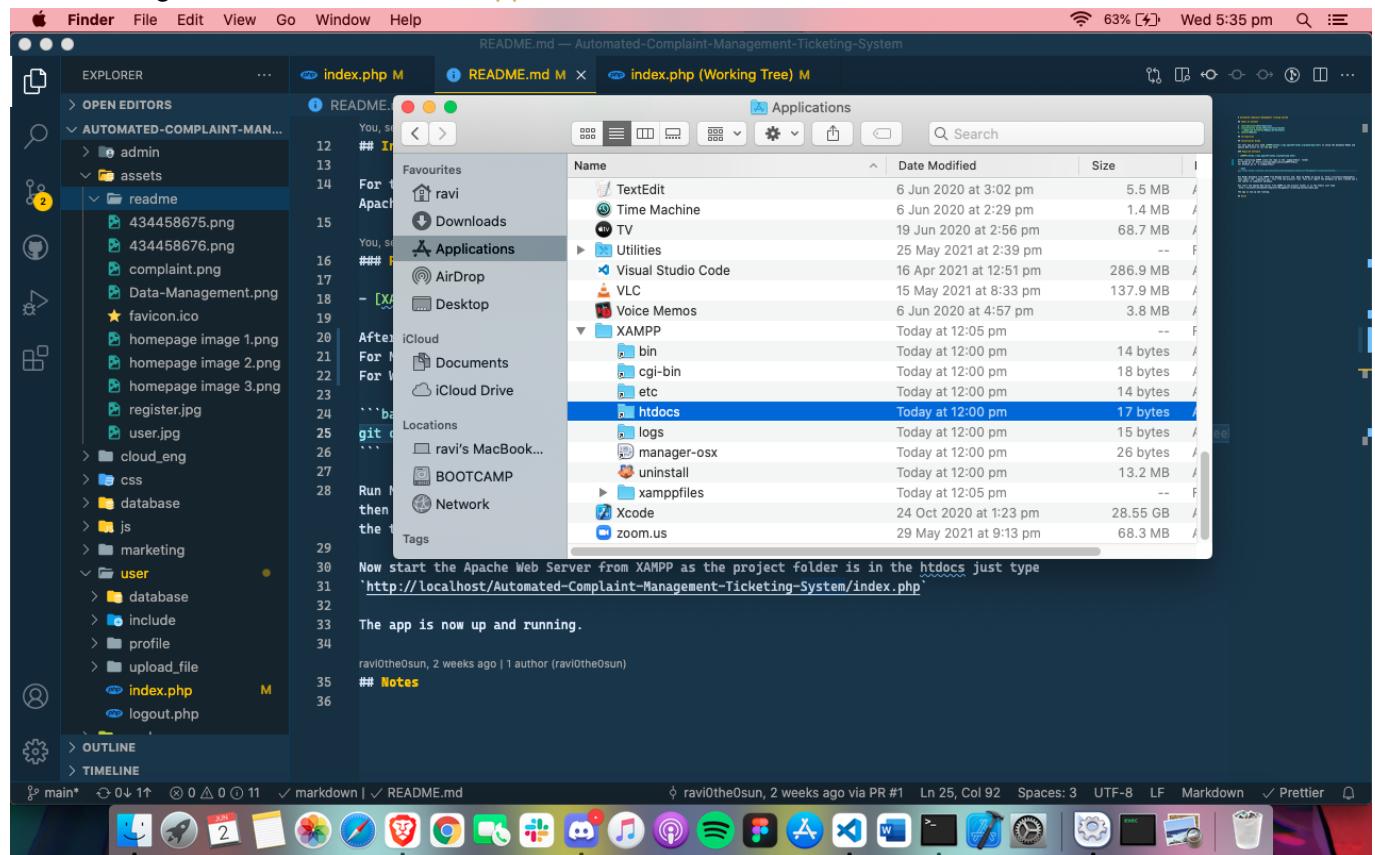
Required Software

- [XAMPP](#)
- [Git](#)

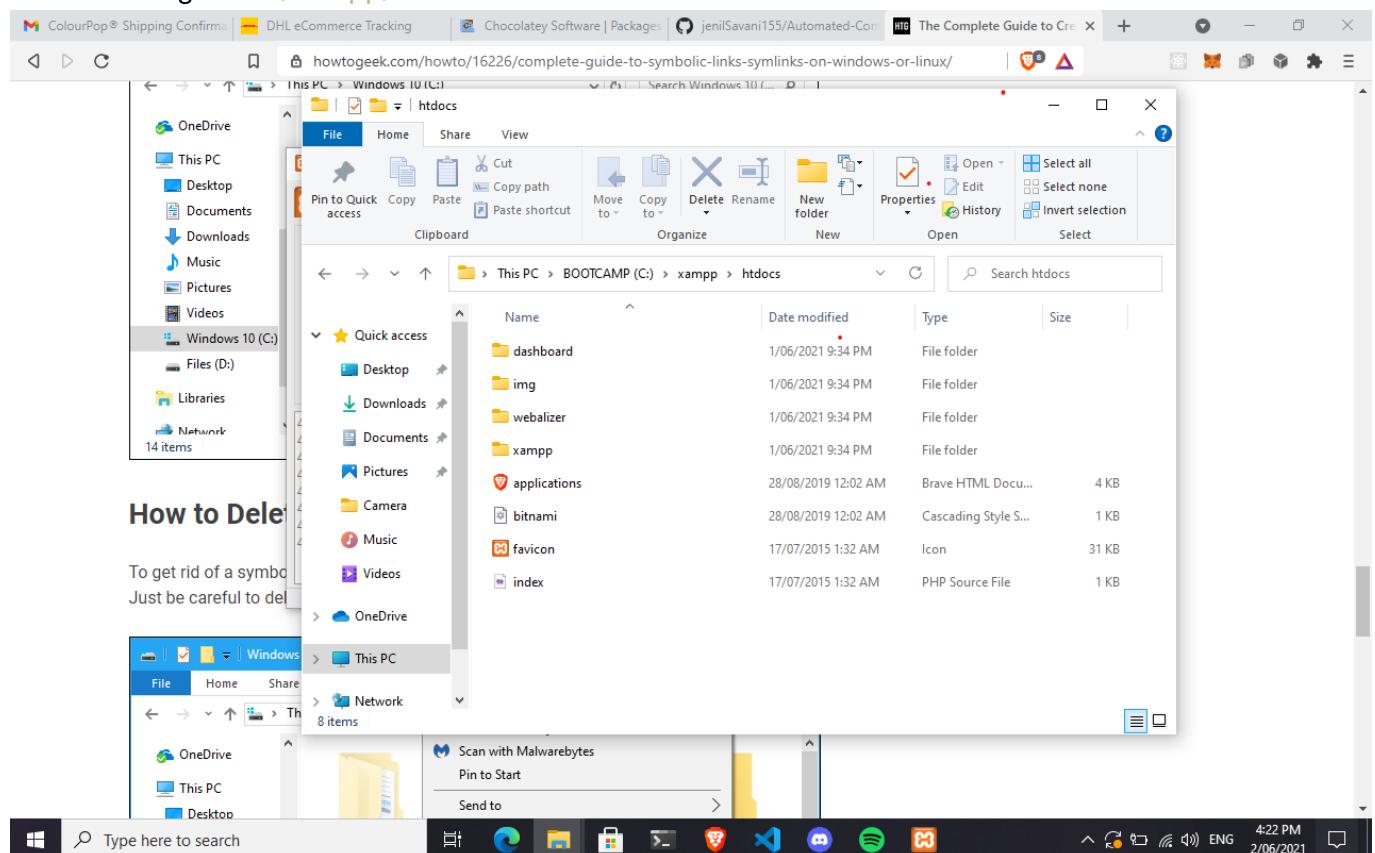
Installation Steps

After installing Git and XAMPP clone the repo in the [htdocs](#) folder.

For MacOS go to `Users/username/Application/XAMPP/htdocs`



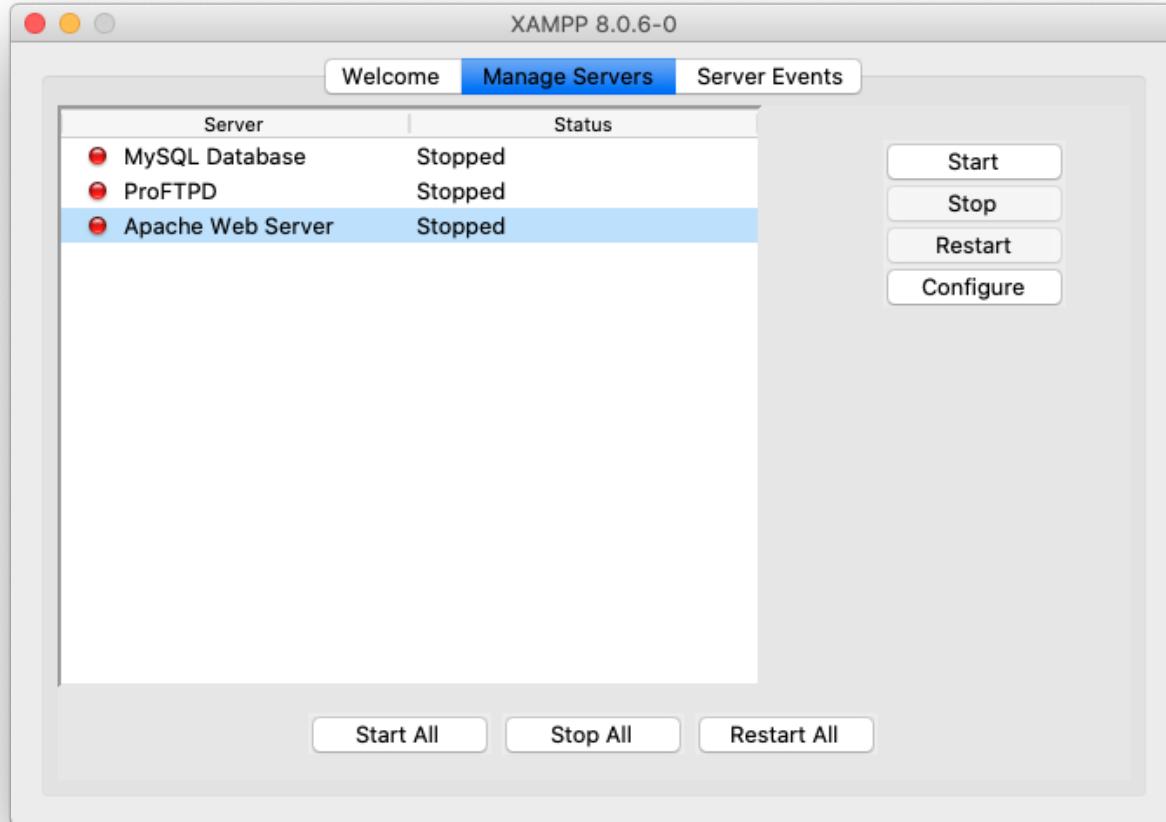
For Windows go to `C:/xampp/htdocs`



For Linux distor place the project in `/opt/lampp/htdocs/`

```
git clone https://github.com/jenilSavani155/Automated-Complaint-Management-Ticketing-System
```

Run MySQL Database and Apache Server from XAMPP on Manage Servers tab.



Open up MySQL by going to <http://localhost/phpmyadmin/> then import the `complaint.sql` file in this url <http://localhost/phpmyadmin/index.php?route=/server/import> from the projects root

folder. This will import the database we have created and all the tables in complaint database.

The screenshot shows the phpMyAdmin interface within a Brave browser window. The main title is "localhost / localhost | phpMyAdmin". The left sidebar lists databases: New, information_schema, mysql, performance_schema, phpmyadmin, and test. The main content area is titled "Importing into the current server" and contains the following sections:

- File to Import:** A section for selecting a file to import, either by browsing the computer or dragging and dropping a file. It specifies a maximum size of 40MB.
- Partial import:** A checkbox option to allow interruptions during large imports if the script detects it's close to the PHP timeout limit.
- Other options:** A checkbox to enable foreign key checks.
- Format:** A dropdown menu currently set to "Console".

Now go to <http://localhost/Automated-Complaint-Management-Ticketing-System/index.php>

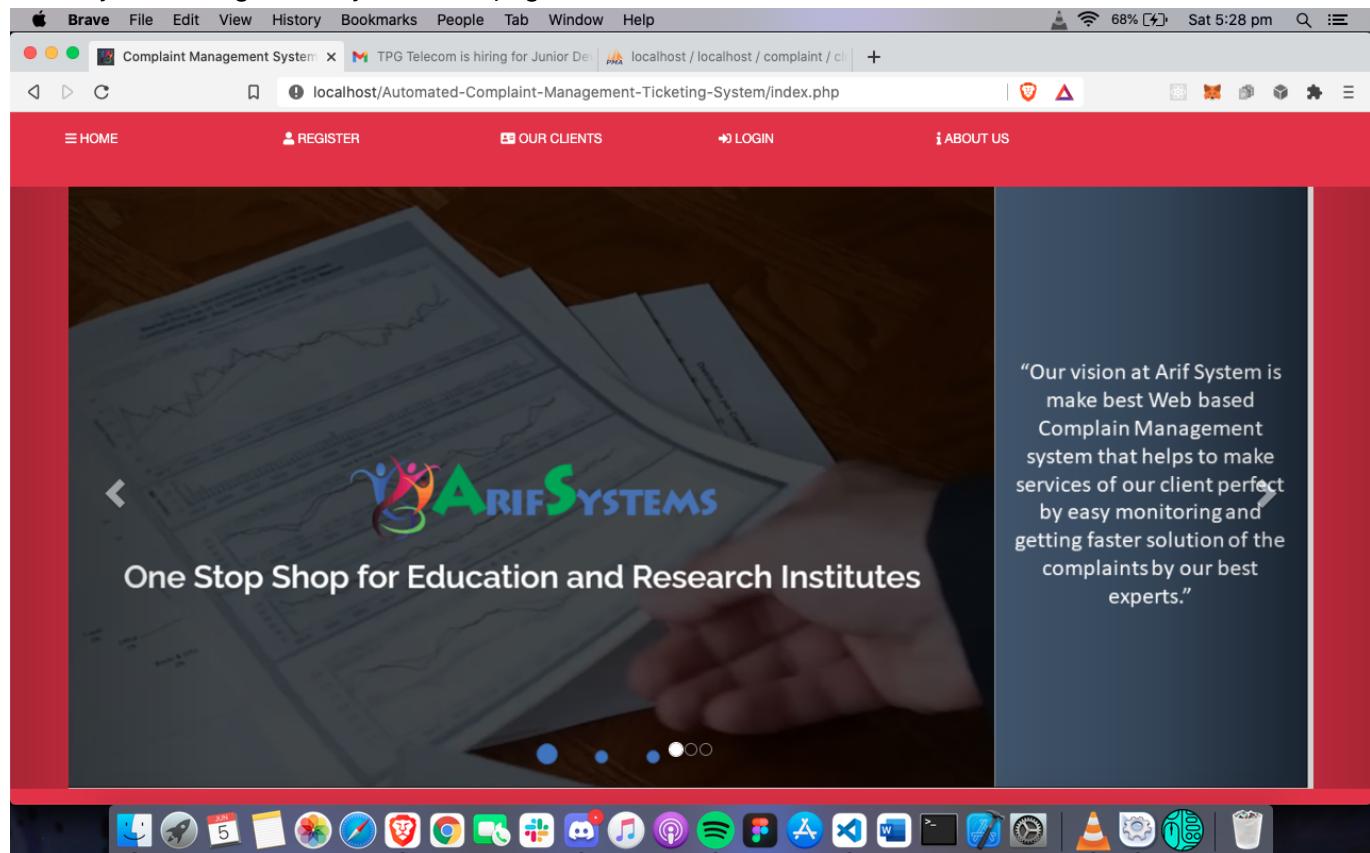
The app is now up and running.

For hosting on the cloud please follow this document from official [XAMPP website](#)

User Manual

Go to <http://localhost/Automated-Complaint-Management-Ticketing-System/index.php>

Where you will be greeted by our Homepage.



As requested but the client we have divided the users in three different roles with different levels of authorities and functionalities.

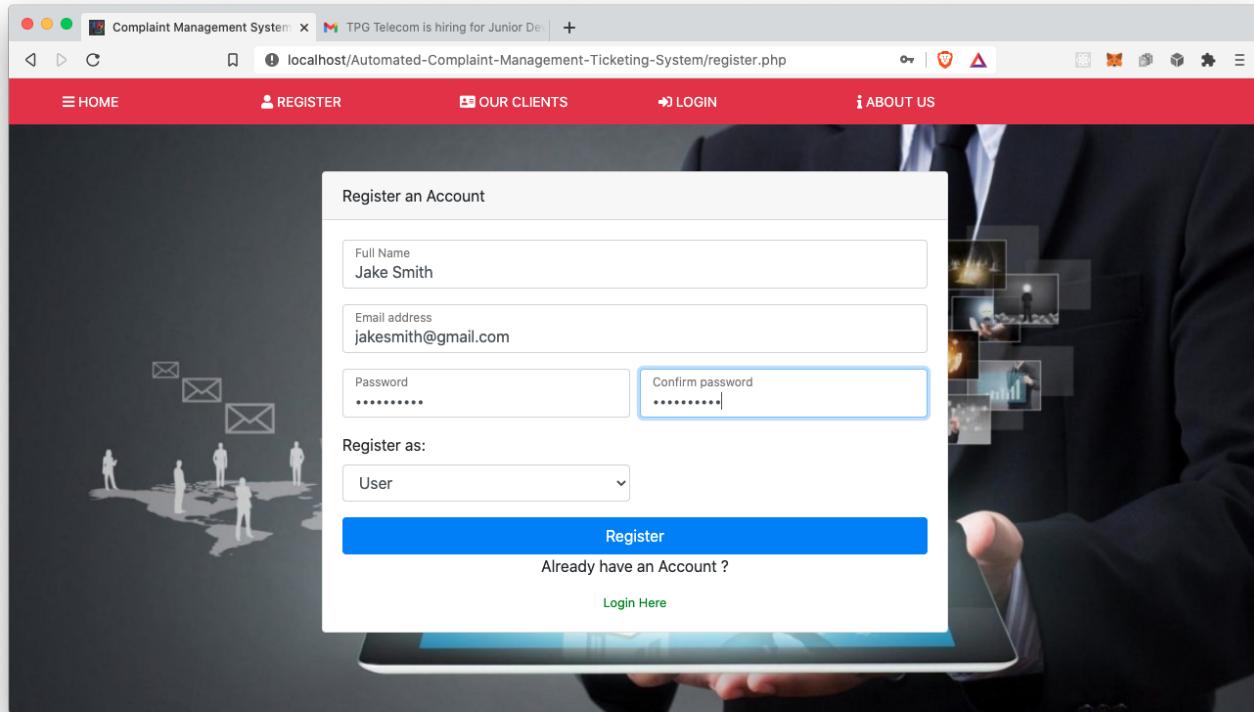
Registration

You can register as a User or a Cloud Engineer but you will need to wait for a while for the Admin to approve your account, you can contact your Admin after you have registered.

User Registration

To register as a user enter your **Full Name**, **Email**, **Password** that you want and confirm that password in the text boxes labeled respectively. Before you click on the registration button make sure the **Register As** has been set to **User**.

Here is an example.



The website will show this message if the registration was a success.

Register

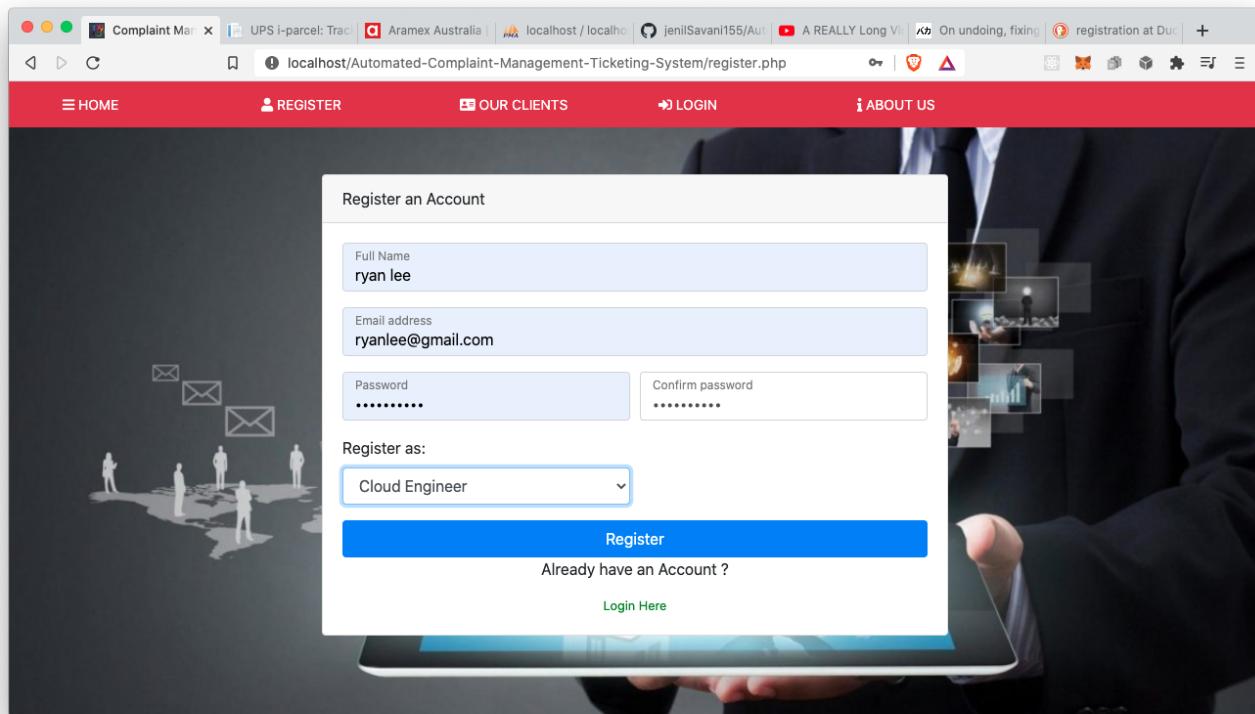
Registration is completed.. Thank You

Already have an Account ?

[Login Here](#)

Cloud Engineer Registration

For a cloud engineer you can follow the above user registration but change the **Register As** to **Cloud Engineer**.



After that you will see this message if there are no errors.

Register

Registration is completed.. Thank You

Already have an Account ?

[Login Here](#)

Admin Registration

For Admin we recommend to have them register right after they are registered. For this we will have to go through MySQL to add them. Go to <http://localhost/phpmyadmin/index.php?route=/sql&server=1&db=complaint&table=admin&pos=0> this is the table for admin accounts.

Click on **Insert** tab on the **Dashboard** to add a new admin.

The screenshot shows the phpMyAdmin interface for the 'complaint' database. The 'admin' table is selected. The 'Insert' tab is highlighted with a red circle and an arrow. The data entry form shows the following values:

id	username	full_name	password
1	Admin	Admin	202cb962ac59075b964b07152d234b70

After that add the **username**, **full_name** and the MD5 encrypted string of the password the admin wants for the account as shown below. For encryption we recommend this [website](#).

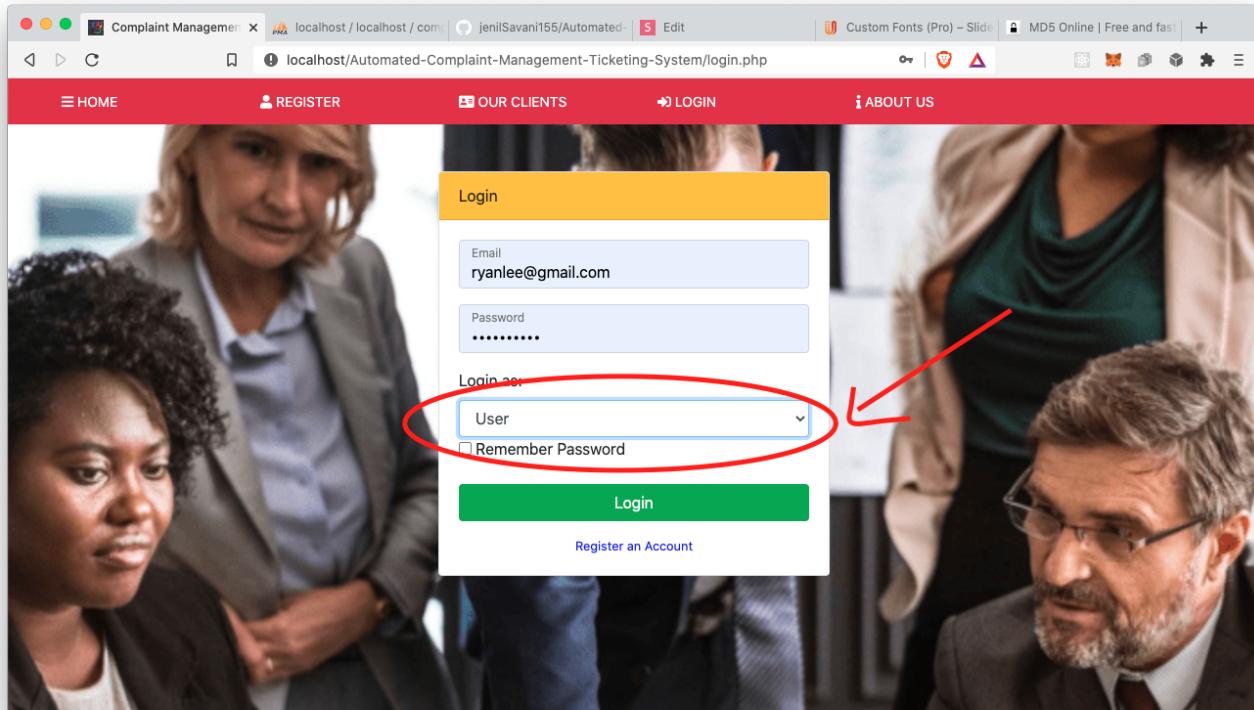
The screenshot shows the phpMyAdmin interface for the 'admin' table. The 'username' field is set to 'admin1', 'full_name' to 'Dian Swoar', and 'password' to a redacted MD5 hash. The 'Go' button is visible at the bottom right.

And click go that the end to add that account.

Login

For Login go to <http://localhost/Automated-Complaint-Management-Ticketing-System/login.php> For Users and Cloud Engineer you will have to use the email you have used to register and the password for that account you setup. Remember to login as a User please make sure the Login As has User selected as so with the Cloud Engineer make sure it is Cloud Engineer.

For Admin you will have to use Username for that profile and the password for it and don't forget to make sure you Login as an Admin.



User Roles

As above we have divided user roles in this app with them having different authority respectively.

Admin Role

On successful login of Admin, Admin dashboard is displayed which is as follows:

The screenshot shows the Admin Panel dashboard. On the left, a sidebar lists navigation options: Dashboard, Manage complaints (with a dropdown menu for Not process yet comp, Pending complaints, and Closed complaints), Add Department, Add Category, Manage Users, User Login Details, and Log out. The main area displays four cards: "4 Total Users" (blue), "0 Complaints in process!" (yellow), "1 Complaints that have been closed" (green), and "1 Complaints that have to be processed" (red). Each card has a "View Details" button. At the bottom right of the main area, it says "Copyright © Complaint Management System 2021". The top bar shows the browser title "Complaint Management System" and the URL "localhost/Automated-Complaint-Management-Ticketing-System/admin/index.php". The system status bar at the bottom indicates "online".

Manage user Complaints

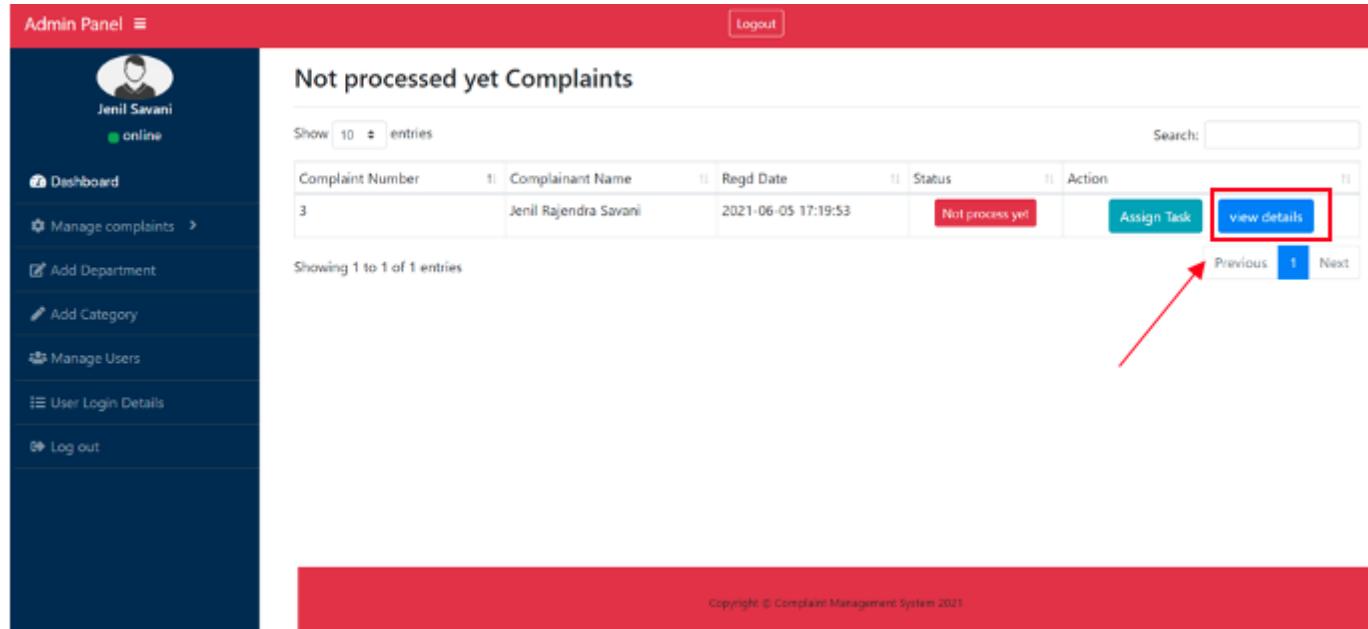
To Manage new complaints, Admin can manage complaints by clicking onto the manage complaint button which is on the side navigation bar, or he can directly click onto the complaint status bar present on the main dashboard. The following displays the no. of ways one can manage the complaints:

This screenshot is similar to the previous one, but it includes red arrows originating from the "Manage complaints" button in the sidebar and pointing to each of the four status cards on the main dashboard: "Not process yet comp", "Pending complaints", "Closed complaints", and "Complaints in process!". This visualizes the multiple entry points for managing complaints.

Assigning New Complaints to a Cloud Engineer

For Assigning new complaints to a cloud Engineer, Admin needs to click on to the "red status bar" or select the "manage complaints" button and then click on to "Not process yet comp". On clicking those links, the following

page is displayed:



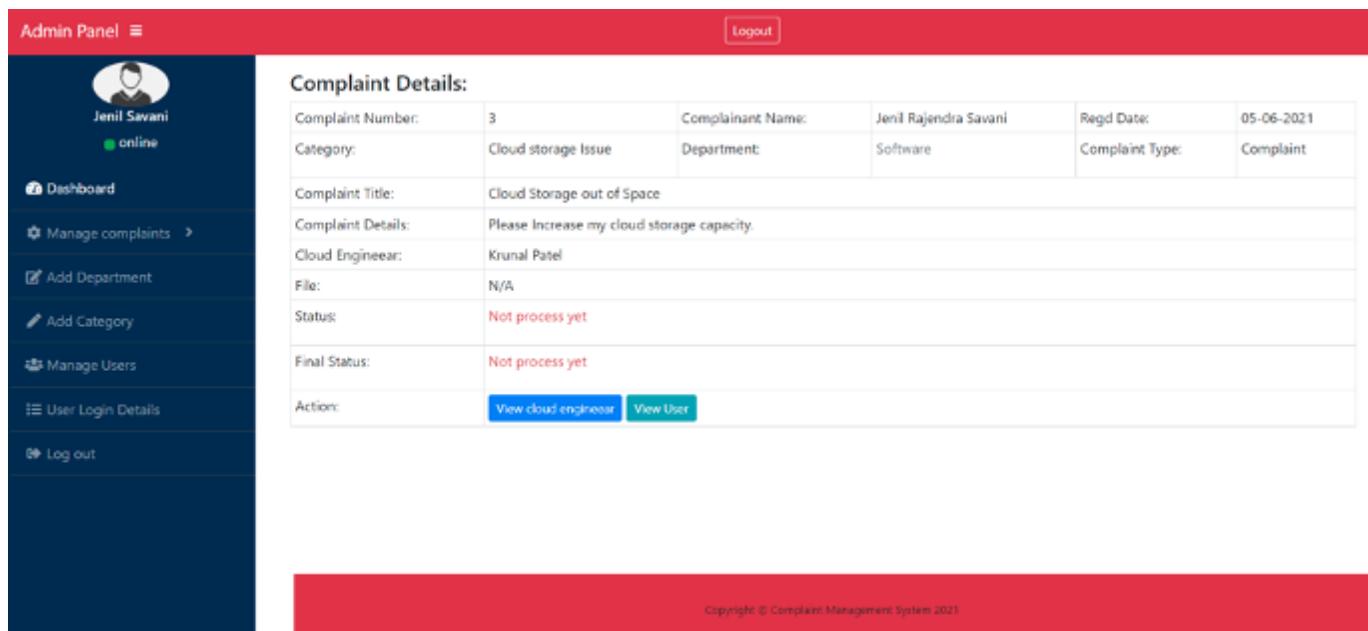
Not processed yet Complaints

Complaint Number	Complainant Name	Regd Date	Status	Action
3	Jenil Rajendra Savani	2021-06-05 17:19:53	Not process yet	Assign Task view details

Showing 1 to 1 of 1 entries

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To assign cloud engineer, Admin first view the details of the complaint by clicking on to the "view details" button which is there in Blue coloured.



Complaint Details:

Complaint Number:	3	Complainant Name:	Jenil Rajendra Savani	Regd Date:	05-06-2021
Category:	Cloud storage Issue	Department:	Software	Complaint Type:	Complaint
Complaint Title:	Cloud Storage out of Space				
Complaint Details:	Please Increase my cloud storage capacity.				
Cloud Engineer:	Krunal Patel				
File:	N/A				
Status:	Not process yet				
Final Status:	Not process yet				
Action:	View cloud engineer View User				

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After Viewing the complaint details, Admin can now assign the complaint to a specific cloud engineer by clicking on to "Assign Task" Button which is placed next to not processed yet complaint button.

The screenshot shows the 'Not processed yet Complaints' section of the Admin Panel. A red box highlights the 'Assign Task' button in the top right corner of the main table row. A modal window titled 'Choose cloud engineer' is open, showing a dropdown menu with 'Krupal Patel' selected. A red box highlights the 'Assign' button in the bottom right corner of the modal.

Edit Department

Admin has the authority to manage the department categories from his own dashboard. To access this functionality, Admin needs to click on to the "Add Department" button which is located in admin's dashboard through the side navigation panel. On the next screen Admin can do the following tasks:

Delete the predefined department categories by clicking on to the red "Delete" button.

- Admin can edit those department categories by clicking on to the "edit" button.
- Admin can add the department by entering the department name and then clicking onto the "create" button.

The screenshot shows the 'Add Department area' and 'Manage Departments' sections of the Admin Panel. In the 'Add Department area', a red box highlights the 'Create' button. In the 'Manage Departments' section, a red box highlights the 'Edit' and 'Delete' buttons in the 'Action' column of the table.

ID	Department	Creation Date	Last Updated	Action
1	Hardware	2020-01-05 23:17:27	2021-05-15 21:15:31	Edit Delete
2	Software	2020-01-05 23:17:27	2021-05-15 21:15:36	Edit Delete
4	Virus	2020-01-06 00:15:07	2021-05-15 21:15:48	Edit Delete
5	Cloud Computing	2020-01-07 14:03:18	2021-05-15 21:15:58	Edit Delete

Edit Category

The category can be managed in same way as "department" is managed. The only thing that admin needs to do is to click on the "add Category".

The screenshot shows the Admin Panel interface. On the left, there is a sidebar with user information (Jenil Savani, online) and navigation links: Dashboard, Manage complaints, Add Department, Add Category (highlighted with a red box), Manage Users, User Login Details, and Log out. The main content area has a header 'Add Category Area' with fields for 'Category Name' (with placeholder 'Enter category name') and 'Description'. A 'Create' button is located below these fields. Below this is a section titled 'Manage Categories' containing a table of entries. The table has columns: Id, Category, Category Description, Creation Date, and Action. The 'Action' column contains 'Edit' and 'Delete' buttons for each row. Red arrows point from the 'Add Category' link in the sidebar to the 'Add Category Area' in the main content, and from the 'Edit' and 'Delete' buttons in the table to the 'Edit' and 'Delete' buttons in the 'Action' column.

Id	Category	Category Description	Creation Date	Action
1	Cloud storage Issue	Cloud Storage Out of Space	2021-05-27 21:40:55.775908	Edit Delete
2	Technical Issue	Hardware Support Needed	2021-05-27 21:41:47.925641	Edit Delete
3	Software Issue	Issue due to Software Bugs	2021-05-27 21:42:50.447109	Edit Delete

Manage Users

Admin has the authority to manage the user, which means Admin can Remove or view the users from the database or from the system. To remove the users from the database, admin needs to click onto the "delete" button in the manage user page. While to view the User Details, Admin needs to click onto the "View details" link.

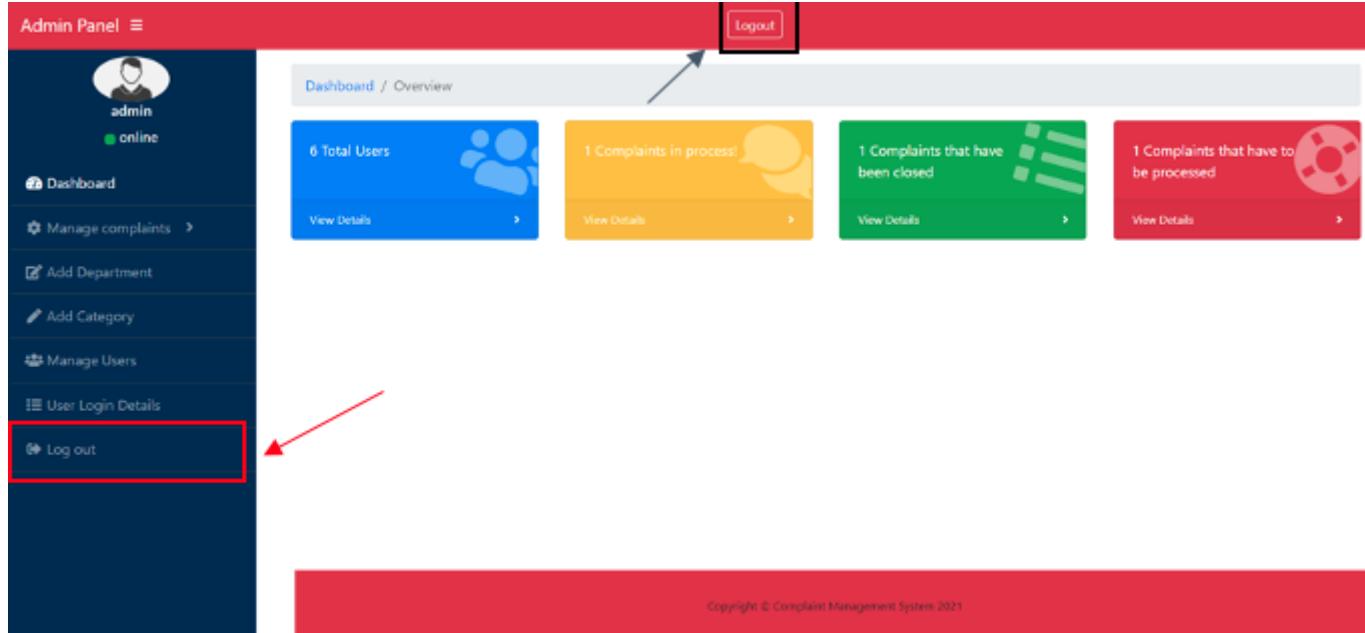
The screenshot shows the Admin Panel interface. On the left, there is a sidebar with user information (Jenil Savani, online) and navigation links: Dashboard, Manage complaints, Add Department, Add Category, Manage Users (highlighted with a red box), User Login Details, and Log out. The main content area has a header 'Manage Users' and a table of user entries. The table has columns: UserId, Full Name, Email, Regd Date, View Detail (with 'view details' link), and Delete (with 'Delete' button). Red arrows point from the 'Manage Users' link in the sidebar to the 'Manage Users' header in the main content, and from the 'view details' and 'Delete' links in the table to the corresponding links and buttons in the main content area.

UserId	Full Name	Email	Regd Date	View Detail	Delete
1	j	j@gmail.com	2021-05-28 21:42:10.909103	view details	Delete
2	k	k@gmail.com	2021-05-28 21:46:44.647809	view details	Delete
3	q	q@gmail.com	2021-05-30 11:28:00.496505	view details	Delete
4	b	b@gmail.com	2021-06-01 14:24:08.891896	view details	Delete
5	jenil savani	j@gmail.com	2021-06-01 23:43:04.493414	view details	Delete
6	Jenil Rajendra Savani	jen@gmail.com	2021-06-05 17:14:34.702992	view details	Delete

Admin Logout

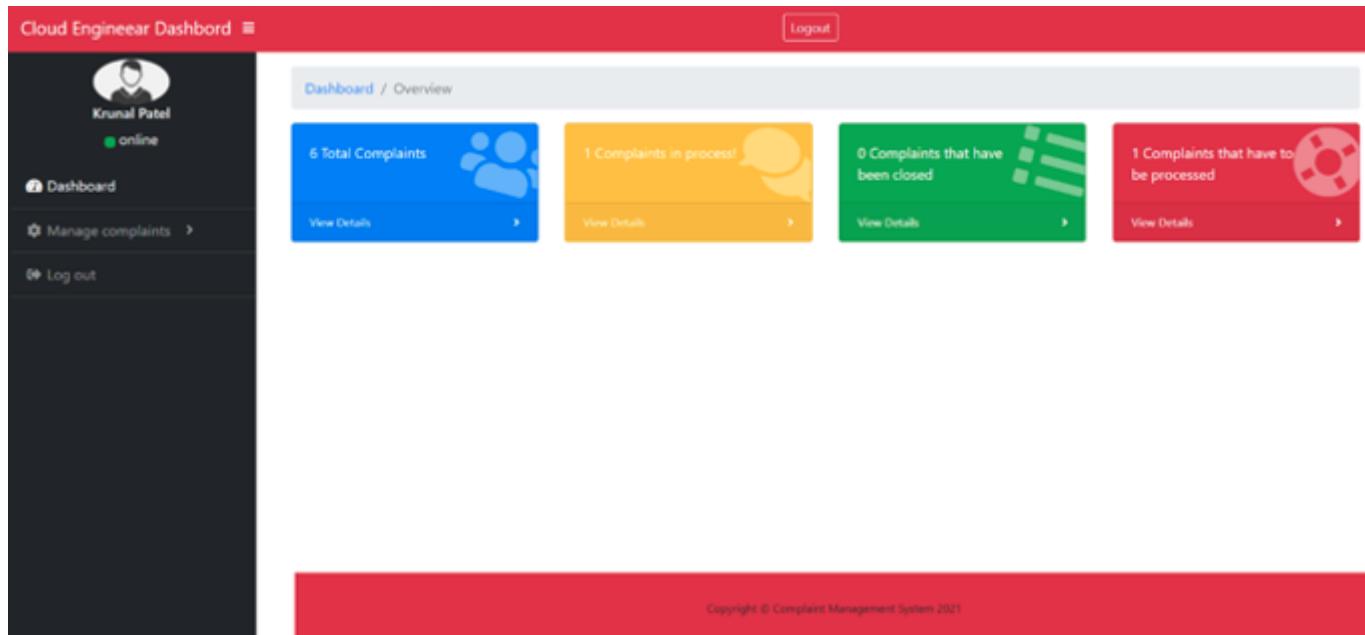
For Admin to logout form the system, he can access the logout feature from two places:

- Admin can click on the "logout" button which is placed on the top of dashboard.
- On the other hand, Admin can logout by clicking the "logout" button placed on the side navigation panel of the admin dashboard.



Cloud Engineer Role

After Successful Login of Cloud Engineer, Cloud Engineer dashboard is displayed which is as follows:



Manage Assigned user Complaints

To Manage assigned complaints, Cloud Engineer can manage complaints by clicking onto the manage complaint button which is on the side navigation bar, or he can directly click onto the complaint status bar

present on the main dashboard. The following displays the no. of ways one can manage the complaints:

The screenshot shows the Cloud Engineer Dashboard. On the left, a sidebar menu includes a 'Manage complaints' section with three categories: 'Not process yet comp' (red), 'Pending complaints' (yellow), and 'Closed complaints' (green). Three arrows point from these menu items to their respective colored status bars on the right. The status bars are labeled: '6 Total Complaints' (blue), '1 Complaints in process!' (yellow), '1 Complaints that have been closed' (green), and '0 Complaints that have to be processed' (red). Each bar has a 'View Details' button.

If an admin recently assigns a new complaint to the cloud engineer, then this complaint is displayed in the red colour status bar in the cloud engineer's dashboard. If the complaint is already assigned to the cloud engineer and it is in progress, then that complaint is displayed with yellow colour status bar in cloud engineer's dashboard. If the assigned complaint is already resolved by the cloud engineer, then that complaint is displayed with green colour status bar in cloud engineer's dashboard.

Manage Not Yet Process Complaints

To manage or access the new complaint, cloud engineer needs to click onto the red colour status bar in the dashboard and after that a new page is displayed. In the not yet process page, Cloud engineer needs to click onto the "view details" button to further view detailed information regarding the issue which user faces. The following displays the Not yet process page:

The screenshot shows the 'Not processed yet Complaints' page. It features a table with one row of data. The columns are: Complaint Number, Complainant Name, Regd Date, Status, and Action. The data in the table is: Complaint Number 3, Complainant Name Jenil Rajendra Savani, Regd Date 2021-06-05 17:19:53, Status Not process yet, and Action view details. A red arrow points to the 'view details' button in the Action column.

On clicking onto the "view details" button, the following page is displayed. Cloud Engineer reads out the issue which user faces. After thorough reading Cloud Engineer clicks on to the "Action" button where he further decides whether to close the complaint if the complaint is invalid or to make it in progress if it is valid. Along

with this action, he also adds remarks or send message to the user about the issue or the progress of the complaint.

Cloud Engineer Dashboard

Complaint Details:

Complaint Number:	3	Complainant Name:	Jenil Rajendra Savani	Regd Date:	05-06-2021
Category:	Cloud storage Issue	Department:	Software	Complaint Type:	Complaint
Complaint Title:	Cloud Storage out of Space				
Complaint Details:	Please Increase my cloud storage capacity.				
Remark:					
File:	N/A				
Status:	Not process yet				
Final Status:	Not process yet				
Action:	Take Action				

Cloud Engineer Dashboard

Complaint No: 3

Status: In process

We Will Resolve this complaint shortly

Remark:

Submit

Manage "In Progress" Complaints

The in-progress complaint can now be access via yellow status bar button which is there in the cloud engineer dashboard. On clicking onto the yellow status bar button, a database is displayed where cloud engineer can see each of the "In progress" complaints. Cloud engineer needs to click on to "view details" with specific complaint,

On clicking on to that link the following screen is displayed where cloud engineer can see the user messages and can take action to close the complaint by entering the remarks.

Cloud Engineer Dashboard

Complaint Details:

Complaint Number:	3	Complainant Name:	Jenil Rajendra Savani	Regd Date:	05-06-2021
Category:	Cloud storage Issue	Department:	Software	Complaint Type:	Complaint
Complaint Title:	Cloud Storage out of Space				
Complaint Details:	Please Increase my cloud storage capacity.				
Remark:	User : Remark Date:2021-06-05 17:41:41 You : We Will Resolve this complaint shortly Remark Date:2021-06-05 17:41:41				
File:	N/A				
Status:	In process				
Final Status:	In process				
Action:	Take Action				

Cloud Engineer Dashboard

Complaint No: 3

Status: Closed

Complaint resolved successfully

Remark:

Submit

Cloud Engineer Logout

As a cloud Engineer you can logout like an Admin. Click [here](#).

User Role

On successful login of user, user dashboard is displayed which is as follows:

Lodge Complaint in User Dashboard

For Lodging a complaint into the system, please click on to the complaint symbol as displayed into the user

dashboard.

Please Select the different categories and department where there is issue with. After selecting those things, please enter the Complaint title and complaint details and then click onto the submit Button.

On successful lodgement of the complaint a notification is of successful complaint registration is displayed.

Complaint Status displayed in the User dashboard.

After lodging the complaint by the user, the status of the complaint is displayed on the status bar which is

The screenshot shows the Complaint Management System User Dashboard. At the top, there is a red header bar with the text "Complaint Management System". Below it, the main content area has a title "Hello Jenil Rajendra Savani" and a date "Sat,June,2021". On the left, there is a sidebar with navigation buttons: "Dashboard" (red background), "Complaint", "Complaint History", "Account Setting", "FAQ", and "Logout". The main content area has a heading "Welcome to our system" and a sub-instruction "Here you can create your complain." Below this is a large image of two women in a server room. To the right of the image are three status boxes: "Not yet processed complaints" (1), "Complaints that are in process" (0), and "Complaints that have been closed" (0). A red arrow points from the text "placed at the top." to the status bar area.

placed at the top.

User Complaint History

To view the lodged complaints, click on to the complaint history button displayed into the navigation button on

The screenshot shows the Complaint Management System User Dashboard. At the top, there is a red header bar with the text "Complaint Management System". Below it, the main content area has a title "Hello Jenil Rajendra Savani" and a date "Sat,June,2021". On the left, there is a sidebar with navigation buttons: "Dashboard" (red background), "Complaint", "Complaint History" (red background), "Account Setting", "FAQ", and "Logout". The main content area has a heading "Your Complaint history" and a table:

Complaint Number	Regd Date	Last Updation Date	Status	Action
3	2021-06-05 17:19:53	2021-06-05 17:45:52	Closed	View Details

A red arrow points from the text "the user dashboard." to the "Complaint History" button in the sidebar.

the user dashboard.

To view the details regarding the complaint please click on to the View Details button.

The following screen is displayed on clicking the view Details button:

Complaint Details:

Complaint Number:	3	Regd Date:	05-06-2021
Category:	Cloud storage Issue	Department:	Software
Complaint Type:	Complaint	File:	N/A
Complaint Title:	Cloud Storage out of Space		
Complaint Details:	Please Increase my cloud storage capacity.		
Remark:	You : Remark Date: 2021-06-05 17:41:41 Cloud : We Will Resolve this complaint shortly Remark Date: 2021-06-05 17:41:41		

New Remark :

Complaint No: 3

Remark

Please try to do it within a day. thanks!!

Submit

Status: In process Final Status: In process

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In this screen, complaint details including Complaint_type, Complaint_title, Complaint_Number, Complaint_details, and remarks are displayed.

User can also access the messaging through entering the message into the remark section and submit it by clicking the submit button:

Complaint No: 3

Remark

Please try to do it within a day. thanks!!

Submit

Change Profile Setting

To change the profile setting click on to the Account Setting button on the user dashboard.

User can change his/her name and can update his or her profile image.

After changing the things, User need to click on the update button to successfully update the details.

Complaint Management System

Hello Jenil Rajendra Savani

Sat,June,2021

1 Not yet processed complaints
0 Complaints that are in process
0 Complaints that have been closed

Account Setting

User ID: 6
Name: Jenil Rajendra Savani
Profile Image:
Choose File No file chosen
update

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Access FAQ Page

To access the FAQ page, please click on to the FAQ button on the side navigation panel of User dashboard which is as shown below:

Complaint Management System

Hello Jenil Rajendra Savani

Sat,June,2021

1 Not yet processed complaints
0 Complaints that are in process
0 Complaints that have been closed

Dashboard
Complaint
Complaint History
FAQ
Logout

We are Happy to Help you..!
If you have any Question or any Suggestion Pleas Contact Us

Arif Systems

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User Logout

To logout from the system, user needs to click on the logout button which placed on the last side of the navigation button. The Logout button is displayed below:

Complaint Management System

Hello Jenil Rajendra Savani

Sat, June, 2021

Not yet processed complaints: 0

Complaints that are in process: 0

Complaints that have been closed: 0

Welcome to our system

Here you can create your complain.



Logout

Copyright all reserved.

Notes

Glossary

Word	Description
repo	repository for short