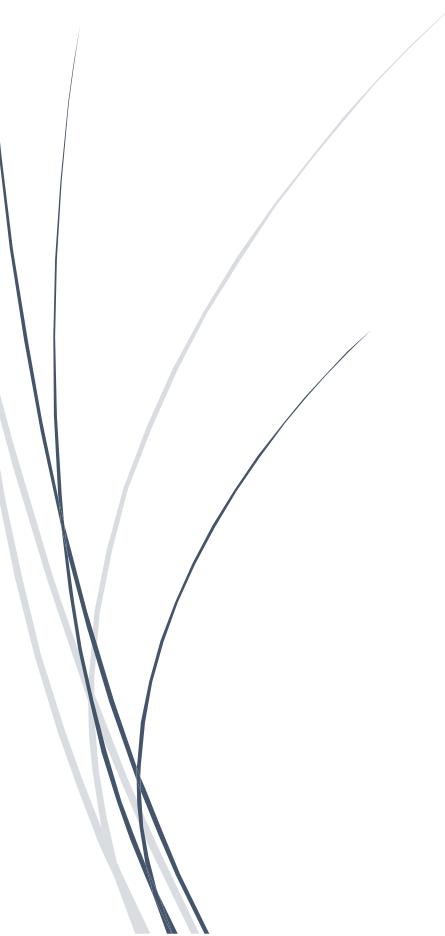




6/3/2021

# Installation Guide & User Manual

Project 2: Automated Complaint  
Management Ticketing System



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# Installation Guide

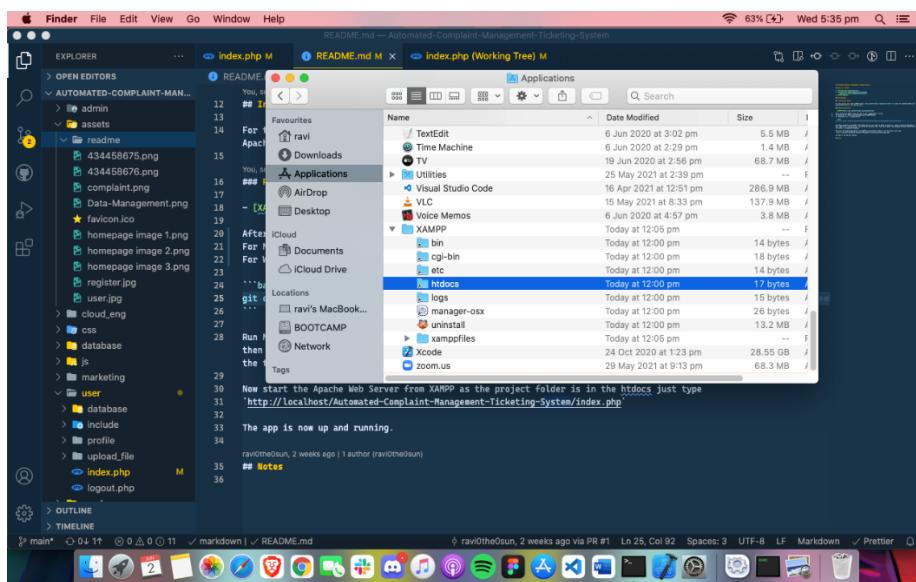
For this app we will need XAMPP to setup the database MySQL and Apache Web server to run the php file.

## Required Software

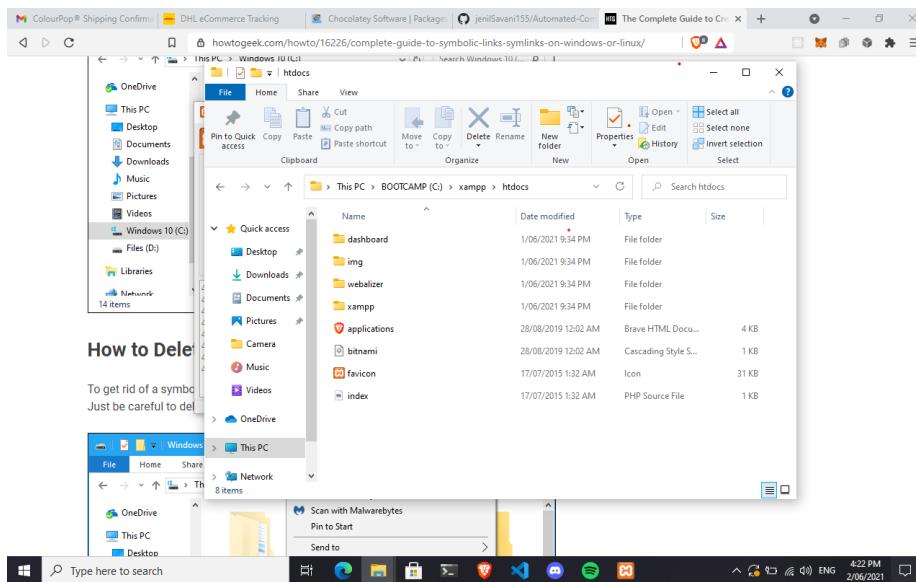
- XAMPP
- Git

## Installation Steps

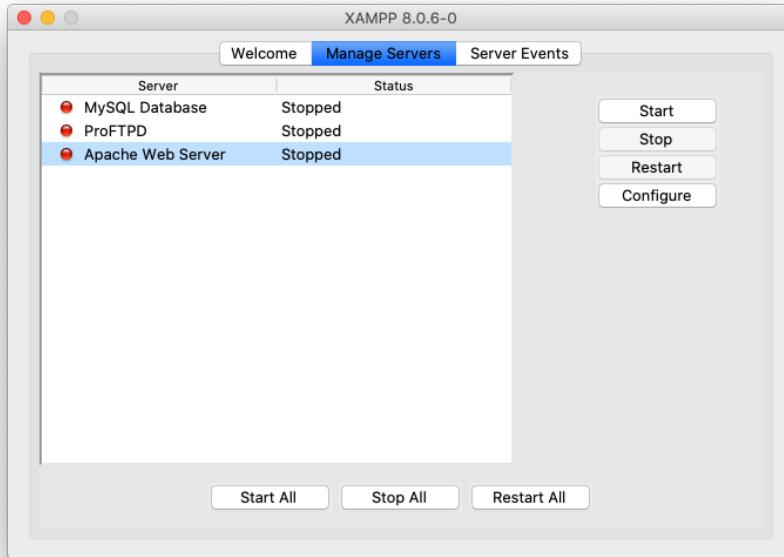
- After installing Git and XAMPP clone the repo in the htdocs folder.
- For MacOS go to Users/username/Application/XAMPP/htdocs



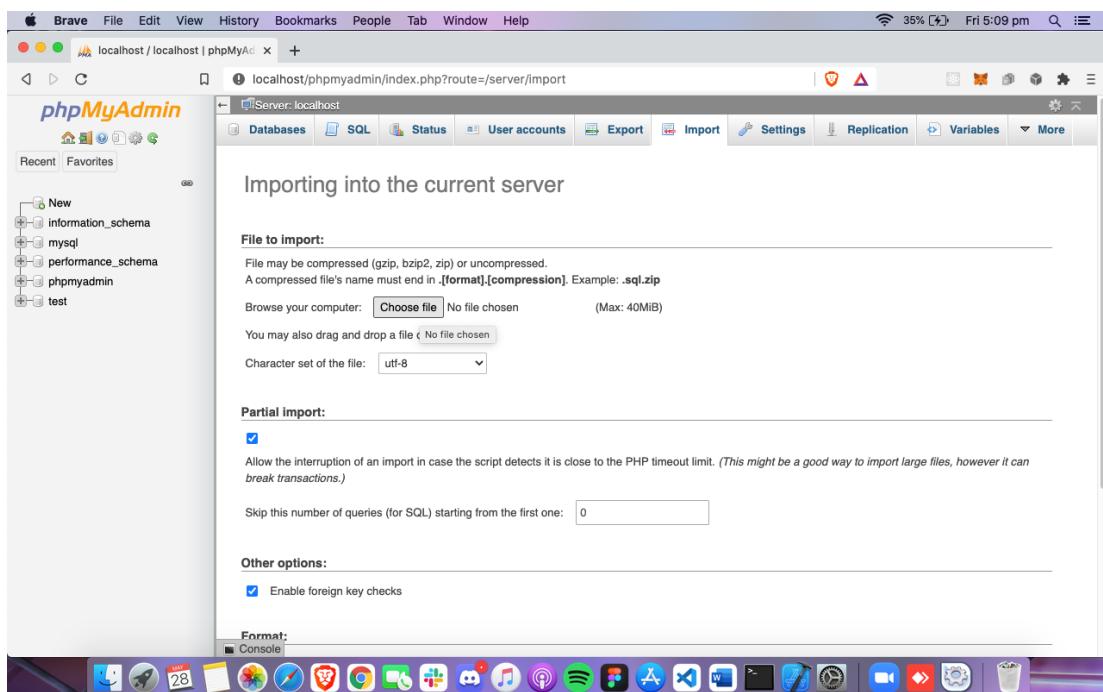
- For Windows go to C:/xampp/htdocs



- Git clone <https://github.com/jenilSavani155/Automated-Complaint-Management-Ticketing-System>
- Run MySQL Database and Apache Server from XAMPP on Manage Servers tab.



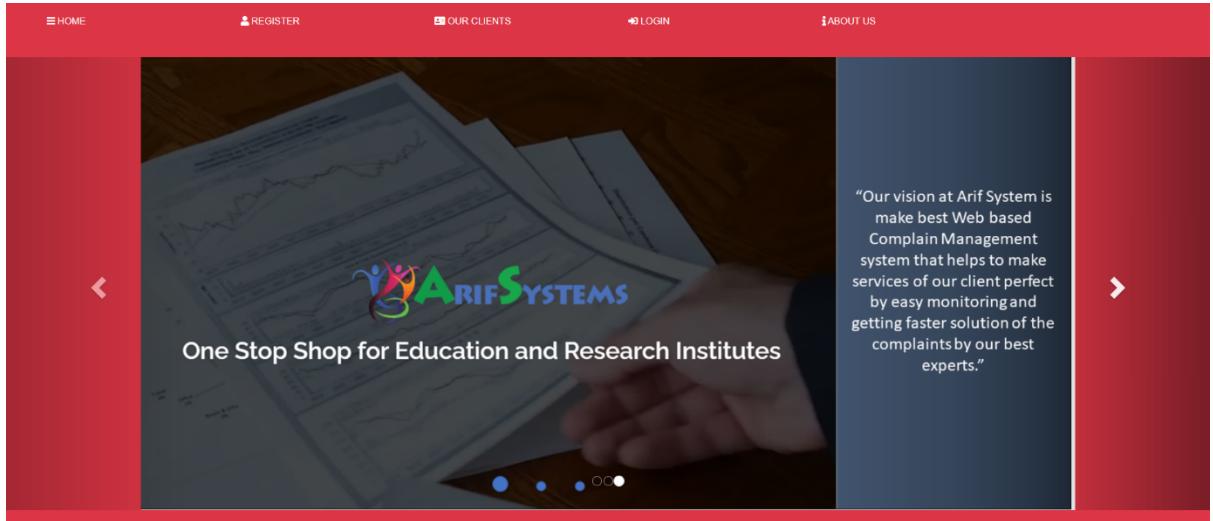
- Open up MySQL by going to <http://localhost/phpmyadmin/> then import the **complaint.sql** file in this URL <http://localhost/phpmyadmin/index.php?route=/server/import> from the projects root folder. This will import the database we have created and all the tables in complaint database.



- 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.



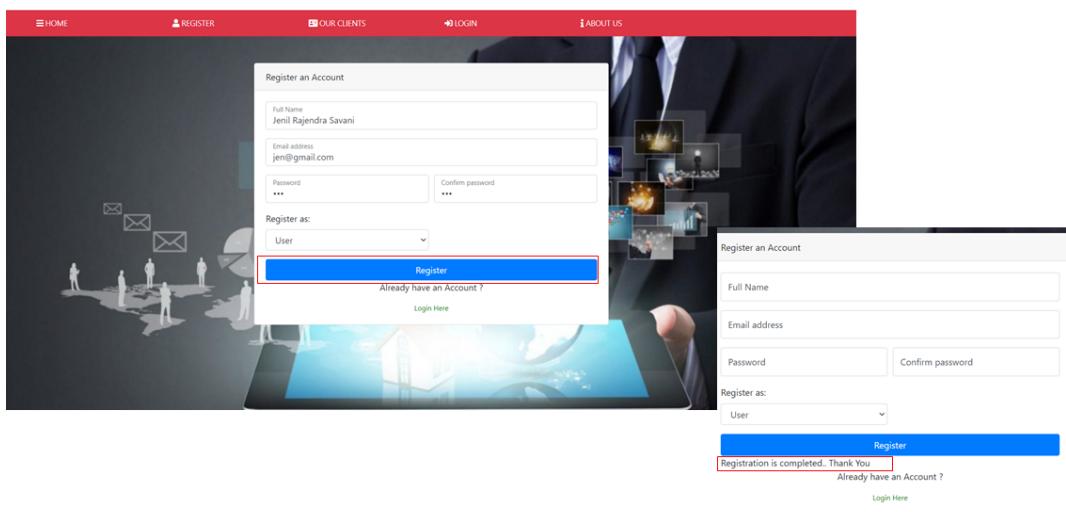
- As requested, but the client we have divided the users in three different roles with different levels of authorities and functionalities.

### Registration

You can register as a User or a Cloud Engineer by entering

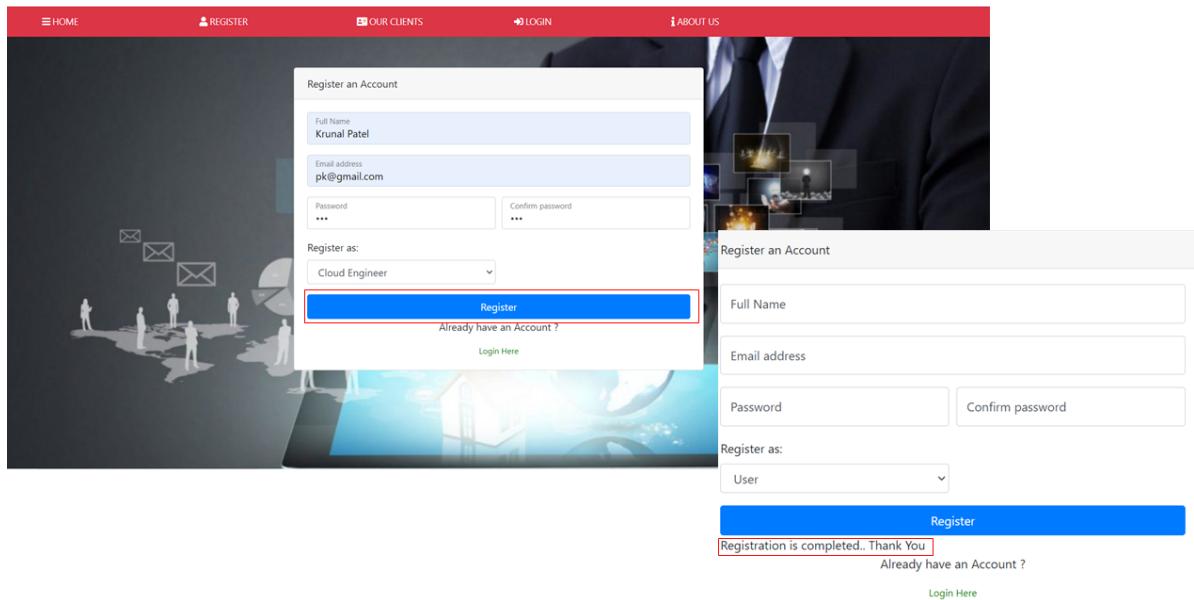
#### User Registration

- For Registration of the User, please click on to the registration button which is there on the homepage navigation button.
- On filling up the registration details (i.e. Full\_name, Email\_address, password) please select the “User” in the scroll bar where we need to select two options out of one.
- Click on to the registration button where you will get a notification on successful registration which is as defined below:



#### Cloud Engineer Registration

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



## Admin Registration

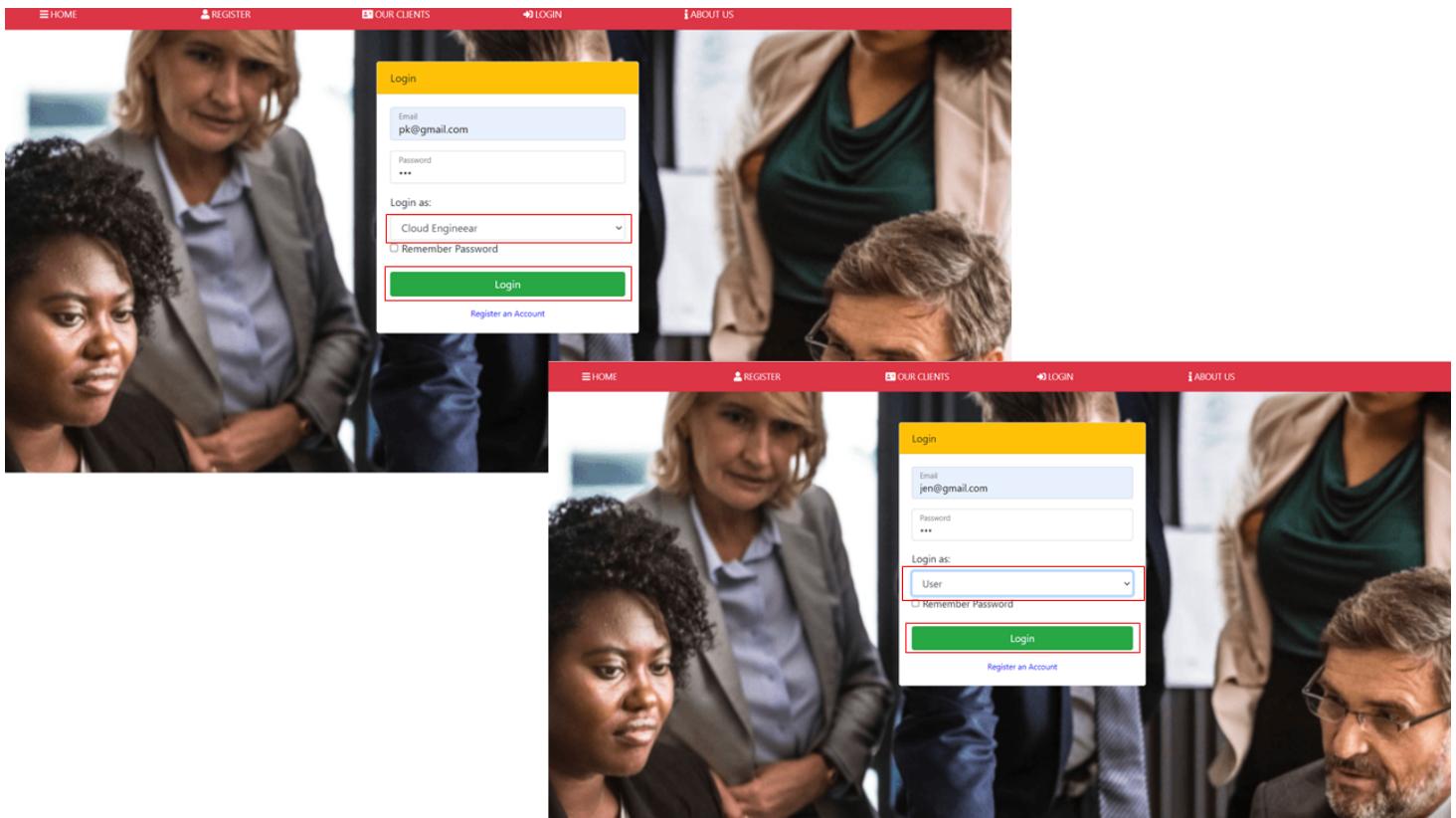
- For Admin we recommend having them register right after they are registered. For this we will have to go through MySQL to add them. Go to <http://localhost/phpmyadmin/index.php?route=/sql&server=1&db=complaint&table=admin&pos=0> this is the table for admin accounts.
- Click on **Insert tab** on the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

- 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](#).

- click go which is at 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.



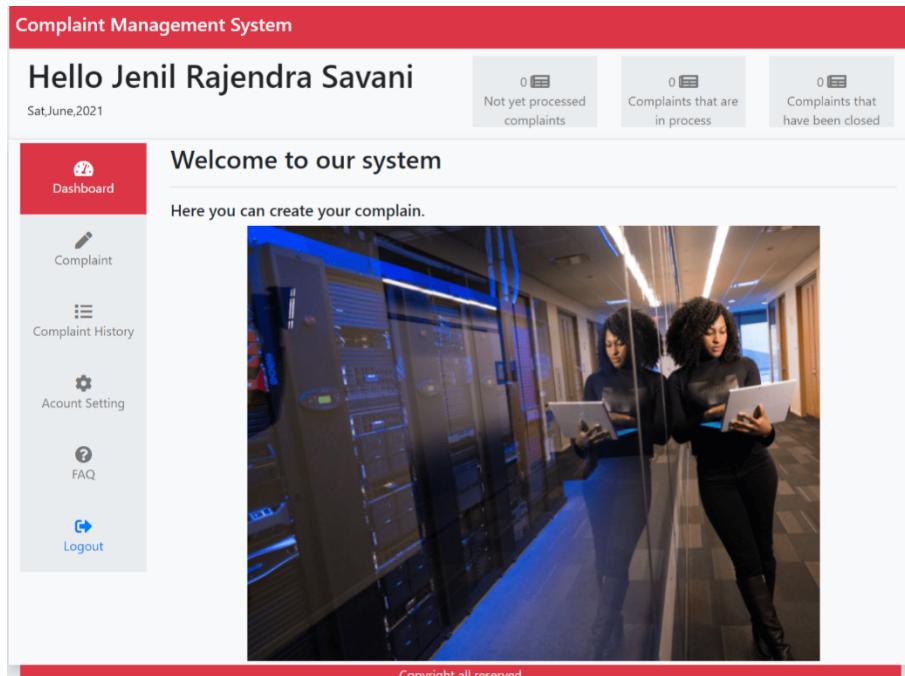
- For Admin you will have to use Username for that profile and the password for it and don't forget to make sure you Login as an Admin.

## User Roles

As discussed above we have divided user roles into three main categories in this Website having different authority respectively.

### 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.

The screenshot shows the Complaint Management System dashboard with a red box around the 'Complaint' button in the sidebar. A red arrow points from this button to the 'Register the complaints' section. Within this section, several input fields are highlighted with red boxes and arrows: 'Category' (Cloud storage Issue), 'Department' (Hardware), 'Complaint Type' (Complaint), 'Complaint Title' (Write title..), 'Complaint Details' (a large text area), and 'Choose File' (No file chosen). A red box also surrounds the message 'Complaint has been lodged successfully.' at the bottom, with a red arrow pointing to it. The sidebar includes links for Complaint History, Account Setting, FAQ, and Logout.

- 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 placed at the top.

The screenshot shows the Complaint Management System dashboard. At the top, there is a red header bar with the text "Complaint Management System". Below it, the main content area has a white header with "Hello Jenil Rajendra Savani" and the date "Sat, June, 2021". To the right of the header 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 "After lodging the complaint by the user, the status of the complaint is displayed on the status bar which is placed at the top." to the "Not yet processed complaints" box. The left sidebar contains a navigation menu with icons and labels: Dashboard (selected), Complaint, Complaint History, Account Setting, FAQ, and Logout. The main content area features a heading "Welcome to our system" and a sub-instruction "Here you can create your complain." Below this is a photograph of two women in a server room. At the bottom of the page is a red footer bar with the text "Copyright all reserved".

### User Complaint History

- To view the lodged complaints, click on to the complaint history button displayed into the navigation button on the user dashboard.

The screenshot shows the Complaint Management System dashboard. The main content area has a white header with "Hello Jenil Rajendra Savani" and the date "Sat, June, 2021". To the right of the header are three status boxes: "Not yet processed complaints" (0), "Complaints that are in process" (0), and "Complaints that have been closed" (1). A red arrow points from the text "The following screen is displayed on clicking the view Details button:" to the "View Details" button in the "Your Complaint history" table. The left sidebar contains a navigation menu with icons and labels: Dashboard (selected), Complaint, Complaint History (selected), Account Setting, FAQ, and Logout. The main content area features a heading "Your Complaint history" and a table with the following data:

Complaint Number	Regd Date	Last Updation Date	Status	Action
3	2021-06-05 17:19:53	2021-06-05 17:45:52	Closed	<a href="#">View Details</a>

At the bottom of the page is a red footer bar with the text "Copyright all reserved".

- 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 Management System

Hello Jenil Rajendra Savani

Sat,June,2021

0 Not yet processed complaints

1 Complaints that are in process

0 Complaints that have been closed

- Dashboard
- Complaint
- Complaint History
- Account Setting
- FAQ
- Logout

### 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:	<p>You :</p> <p><b>Remark Date:</b>2021-06-05 17:41:41</p> <p><b>Cloud :</b> We Will Resolve this complaint shortly</p> <p><b>Remark Date:</b>2021-06-05 17:41:41</p>
---------	---

#### New Remark :

Complaint No:	3
Remark	<div style="border: 1px solid #ccc; padding: 5px; height: 100px; width: 100%;"></div>

Status: In process Final Status: In process

Copyright all reserved

- 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	<div style="border: 1px solid #ccc; padding: 5px; height: 100px; width: 100%;"></div>

## 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.

The screenshot shows the 'Complaint Management System' dashboard. At the top, it displays 'Hello Jenil Rajendra Savani' and the date 'Sat, June, 2021'. Below this are three status boxes: 'Not yet processed complaints' (1), 'Complaints that are in process' (0), and 'Complaints that have been closed' (0). The main content area is titled 'Account Setting'. It contains fields for 'User ID' (6), 'Name' (Jenil Rajendra Savani), 'Email' (jen@gmail.com), 'Department' (empty), and 'Reg Date' (2021-06-05 17:14:34.702992). There is also a 'Profile Image' section with a placeholder image and a 'Choose File' button. A red box highlights the 'update' button, which is located below the file input field. On the left sidebar, there are links for 'Dashboard', 'Complaint', 'Complaint History', 'Account Setting' (which is currently selected and highlighted in red), 'FAQ', and 'Logout'. A red arrow points from the 'FAQ' link on the sidebar to the 'update' button on the main page.

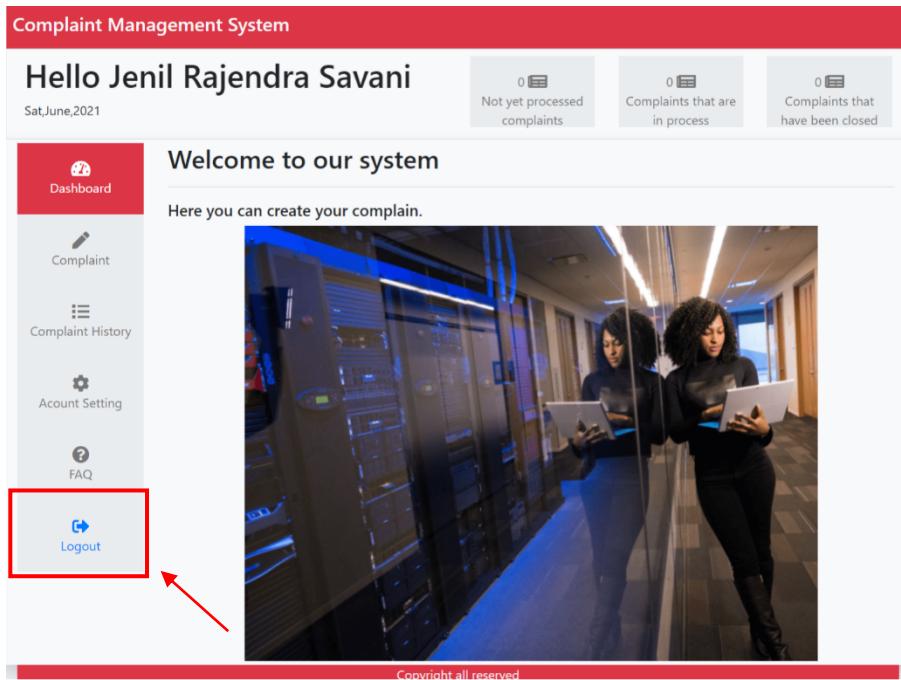
## Access FAQ Page

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:

The screenshot shows the 'Complaint Management System' dashboard. At the top, it displays 'Hello Jenil Rajendra Savani' and the date 'Sat, June, 2021'. Below this are three status boxes: 'Not yet processed complaints' (1), 'Complaints that are in process' (0), and 'Complaints that have been closed' (0). The main content area starts with a message 'We are Happy to Help you..!' followed by 'If you have any Question or any Suggestion Pleas Contact Us'. Below this is the 'Arif Systems' logo. On the left sidebar, there are links for 'Dashboard', 'Complaint', 'Complaint History', 'Account Setting', 'FAQ' (which is highlighted with a red box), and 'Logout'. A red arrow points from the 'FAQ' link on the sidebar to the 'FAQ' link on the main page.

## 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:



## Admin Role

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

## 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:

Admin Panel

Logout

Dashboard / Overview

6 Total Users

1 Complaints in process!

1 Complaints that have been closed

1 Complaints that have to be processed

Not process yet comp

Pending complaints

Closed complaints

Add Department

Add Category

Manage Users

User Login Details

Log out

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### 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:

Admin Panel

Logout

Jenil Savani

online

Not processed yet Complaints

Show 10 entries

Search:

Complaint Number	Complainant Name	Regd Date	Status	Action
3	Jenil Rajendra Savani	2021-06-05 17:19:53	Not process yet	<a href="#">Assign Task</a> <a href="#">view details</a>

Showing 1 to 1 of 1 entries

Previous 1 Next

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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.

The screenshot shows the Admin Panel interface. On the left is a sidebar with user info (Jenil Savani, online) and navigation links: Dashboard, Manage complaints, Add Department, Add Category, Manage Users, User Login Details, and Log out. The main content area is titled "Complaint Details:" and contains a table with the following data:

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:	<a href="#">View cloud engineer</a> <a href="#">View User</a>				

At the bottom right of the main content area, it says "Copyright © Complaint Management System 2021".

- 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 Admin Panel interface. The sidebar is identical to the previous one. The main content area is titled "Not processed yet Complaints" and displays a table with one entry:

Complaint Number	Complainant Name	Regd Date	Status	Action
3	Jenil Rajendra Savani	2021-06-05 17:19:53	Not process yet	<a href="#">Assign Task</a> <a href="#">view details</a>

A red box highlights the "Assign Task" button. A modal window titled "Choose cloud engineer" is displayed over the table. It contains a dropdown menu with "Krunal Patel" selected and an "Assign" button. Red arrows point from the "Assign Task" button in the main table to the "Assign" button in the modal window. At the bottom right of the modal, it says "Copyright © Complaint Management System 2021".

## 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 Admin Panel interface. On the left sidebar, under the 'Add Department' section, the 'Add Category' button is highlighted with a red box and a red arrow pointing to it. In the main content area, there is a form titled 'Add Department area' with a 'Create' button highlighted with a red box and a red arrow. Below this is a table titled 'Manage Departments' showing four entries. The 'Action' column for each entry has two buttons: 'Edit' and 'Delete', which are highlighted with red boxes and red arrows. A search bar labeled 'Search:' is also present in the table header.

Id	Department	Creation Date	Last Updated	Action
				<a href="#">Edit</a>
1	Hardware	2020-01-05 23:17:27	2021-05-15 21:15:31	<a href="#">Edit</a> <a href="#">Delete</a>
2	Software	2020-01-05 23:17:27	2021-05-15 21:15:36	<a href="#">Edit</a> <a href="#">Delete</a>
4	Virus	2020-01-06 00:15:07	2021-05-15 21:15:48	<a href="#">Edit</a> <a href="#">Delete</a>
5	Cloud Computing	2020-01-07 14:03:18	2021-05-15 21:15:58	<a href="#">Edit</a> <a href="#">Delete</a>

## 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 sidebar, under the 'Add Category' section, the 'Add Category' button is highlighted with a red box and a red arrow pointing to it. In the main content area, there is a form titled 'Add Category Area' with a 'Create' button highlighted with a red box and a red arrow. Below this is a table titled 'Manage Categories' showing three entries. The 'Action' column for each entry has two buttons: 'Edit' and 'Delete', which are highlighted with red boxes and red arrows. A search bar labeled 'Search:' is also present in the table header.

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

## 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.

**Admin Panel**

**Manage Users**

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

Showing 1 to 1 of 1 entries

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### 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.

**Admin Panel**

**Dashboard / Overview**

**Logout**

6 Total Users

1 Complaints in process!

1 Complaints that have been closed

1 Complaints that have to be processed

View Details

View Details

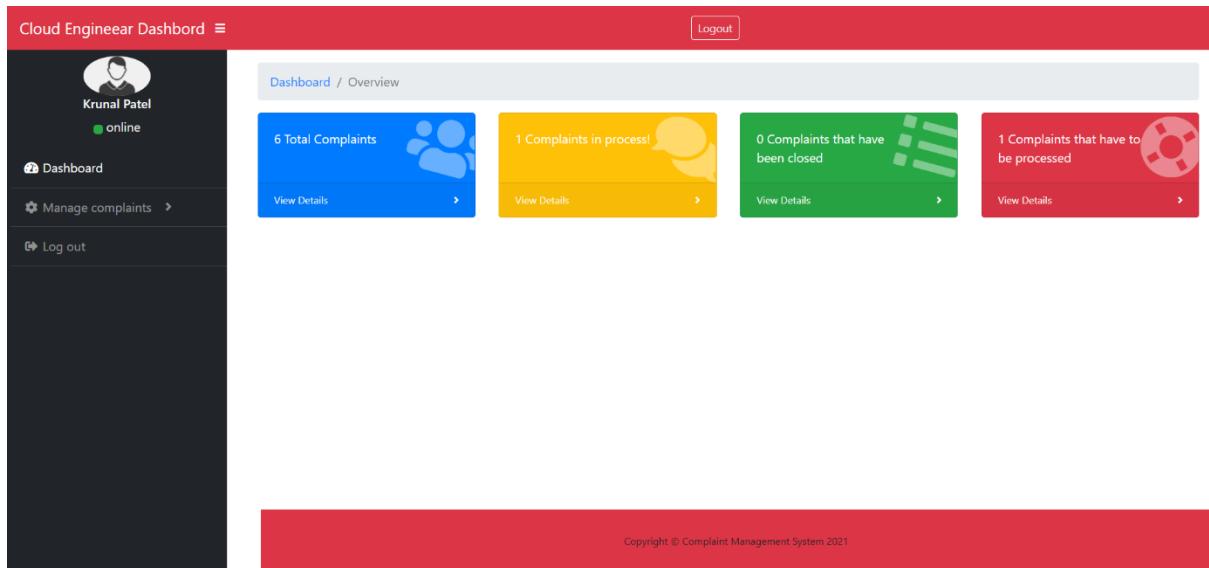
View Details

View Details

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### 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, there is a sidebar with a user profile for 'Krunal Patel' (online) and a 'Dashboard' button. Below these are two dropdown menus: 'Manage complaints' (which is currently active, indicated by a red border) and 'Log out'. The main content area is titled 'Dashboard / Overview' and contains four colored status bars: blue (6 Total Complaints), yellow (1 Complaints in process!), green (0 Complaints that have been closed), and red (1 Complaints that have to be processed). Red arrows point from the 'Manage complaints' dropdown in the sidebar to each of these four status bars.

- 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:

Cloud Engineear Dashbord

Logout

Krunal Patel  
online

Dashboard

Manage complaints >

Log out

### 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	<a href="#">view details</a>

Showing 1 to 1 of 1 entries

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- 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 Engineear Dashbord

Logout

Krunal Patel  
online

Dashboard

Manage complaints >

Log out

### 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:	<a href="#">Take Action</a>				

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Cloud Engineear Dashbord

Logout

Krunal Patel  
online

Dashboard

Manage complaints >

Log out

Complaint No: 3

Status: In process

We Will Resolve this complaint shortly

Remark:

[Submit](#)

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### Manage "In Progress" Complaints

- The in-progress complaint can now be accessed 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.

**Screenshot 1: Initial Complaint Details**

This screenshot shows the main dashboard with a sidebar on the left. The sidebar includes a profile picture of 'Krunal Patel' (online), a 'Dashboard' button, a 'Manage complaints' link, and a 'Log out' link. The main area displays 'Complaint Details' for a complaint with ID 3. The details are:

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:	<b>User :</b> <b>Remark Date:</b> 2021-06-05 17:41:41 <b>You :</b> We Will Resolve this complaint shortly <b>Remark Date:</b> 2021-06-05 17:41:41				
File:	N/A				
Status:	<b>In process</b>				
Final Status:	<b>In process</b>				
Action:	<a href="#" style="color: blue; text-decoration: none;">Take Action</a>				

A red arrow points from the 'Take Action' button to the second screenshot.

**Screenshot 2: Resolution Screen**

This screenshot shows a modal dialog box. It has fields for 'Complaint No.' (3) and 'Status' (set to 'Closed'). Below the status is a message: 'Complaint resolved successfully'. At the bottom is a 'Submit' button. Red arrows point from the 'Closed' status dropdown, the message text area, and the 'Submit' button back to the 'Take Action' button in the first screenshot.

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