Appendix C Functional Requirements

Public Vehicle Complaint Management System

Functional Requirements

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Web Application	
Super Admin	
Module	**Functionality**
Log in	The user can log in with their assigned accounts by pressing the login button.
Manage Operators	The user can add, delete, update existing operators and search operators within the table. Moreover, by clicking the operator name it will direct to operators' profile.
Add Operators	The user can add operators and can save it by clicking the submit button.
Edit Operators	The user can edit operators and can update it by clicking the update button.
Verify Complaints	The user can verify the complaints by clicking the verify button. Moreover, the user can delete and view the complaint's full info.
Complaint Details	The user can view the full info here. In addition, the user can verify and delete the complaints here.
View Statistics: Records	The user can view the overall interpreted data from the verified complaints here.
View Statistics: Graphs	The user can view the generated reports from the verified complaints.
Dashboard	The user can see the number of unverified complaints, operators and registered vehicles in the system. Moreover, The user can view the generated report which is filtered by time , most complained operators, and the most complained places. In Addition, the user can view the latest complaints and can verify, view info, and delete within the dashboard. Lastly, the user can go to the operators' profile if the operators' name is clicked from the verified complaints.
Operator Profile	The user can view the operator's profile and can edit the operator if changes are made by clicking the edit button.
Admin	
Module	**Functionality**
Manage Driver	The user can add, delete, update existing drivers and search drivers within the table. Moreover, by clicking the license number it will direct to driver's profile.
Add Driver	The user can add drivers and can save it by clicking the submit button.
Edit Driver	The user can edit the driver's details and

	can update it by clicking the update button.
Manage Vehicles	The user can add, delete, view vehicles and assign/un-assign driver to the vehicles. Moreover, the user can search vehicle's info within the search box.
Assign Driver	The user can delete, view vehicles and assign a driver to a un-assigned vehicle. In addition, the user can search vehicle info within the search box.
View Statistics: Records	The user can view the overall interpreted data from the verified complaints of the current operator login-ed here.
Dashboard	The user can see the number of unverified complaints, drivers and unassigned vehicles in the system. Moreover, The user can view the generated report which is filtered by time , most complained vehicles, and the most complained places. In Addition, the user can view the latest complaints and can verify, view info, and delete within the dashboard.
Driver Profile	The user can view the driver's profile and can edit the driver if changes are made by clicking the edit button.
Mobile	
User	
Module	Functionality
Submit Complaint	The user can submit complaint by inputting the required details and by ticking the checkbox.