

System Analysis - API: FLASK

ABC Complaint System - PwC

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In this document I just wanted to share a few diagrams and tables which helped me in implementing the complaint system solution based on the document PwC sent me via email. This document also has a few screenshots from the application on my computer.

The Requirements

Table 1:Functional Requirements

ID	Description	Implementation
FR1	User will be able to login using their credentials	Implemented
FR2	User will be able to sign up	Implemented
FR3	User will be able to send complaints	Implemented
FR4	User will be able to check the status of their complaints	Implemented
FR5	Admin users will be able to change the status of the complaints	Implemented
FR6	Admin users will be able to sign other admin up	Implemented
FR7	Admin users will be able to see all complaints	Implemented

Table 2:Non-Functional Requirements

ID	NFR	Description
NFR1	Security	Passwords will have to be encrypted, users should not be able to enter admin panels or sign other admins up

Pert Chart

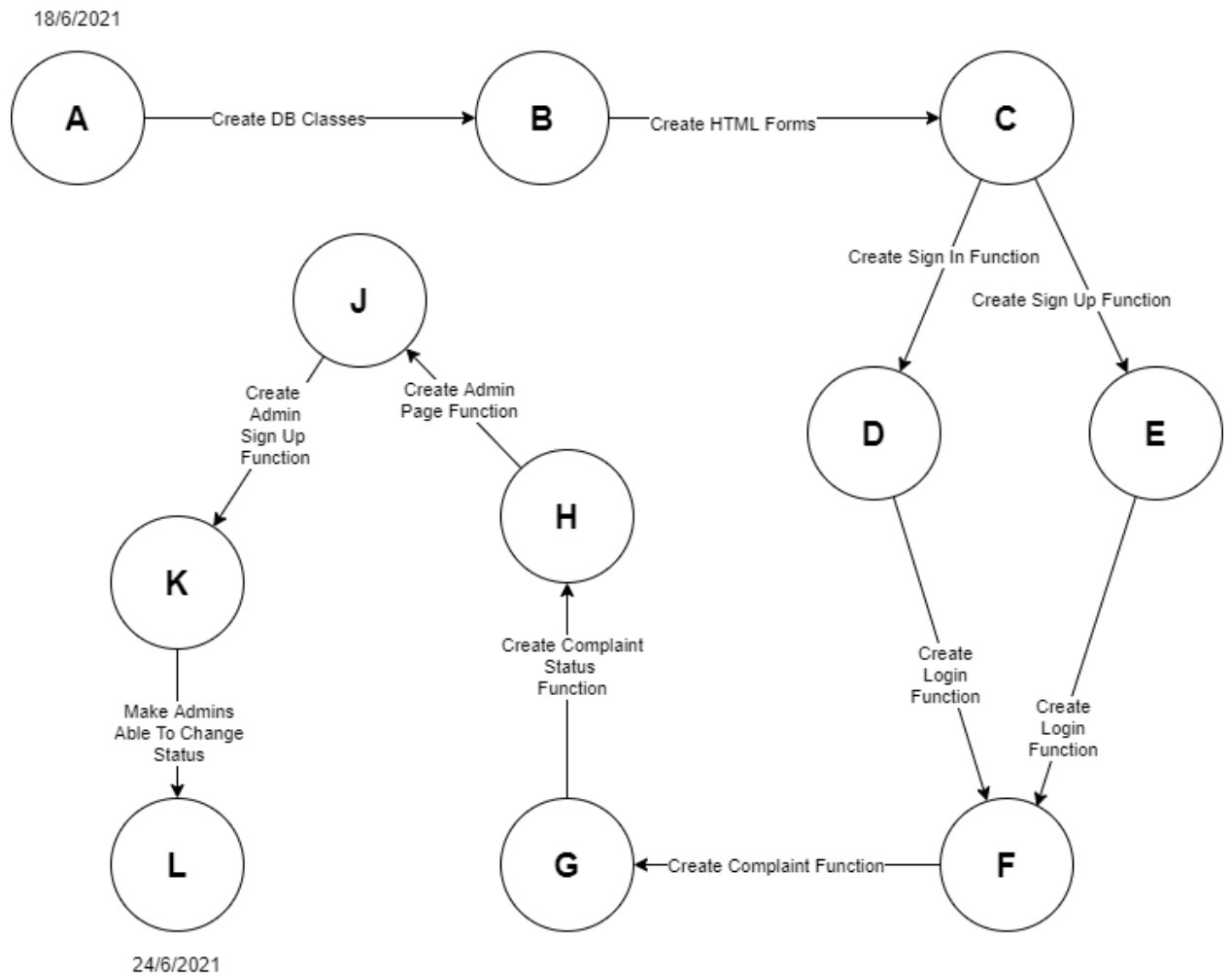


Image 1: Pert Chart

ER Diagram

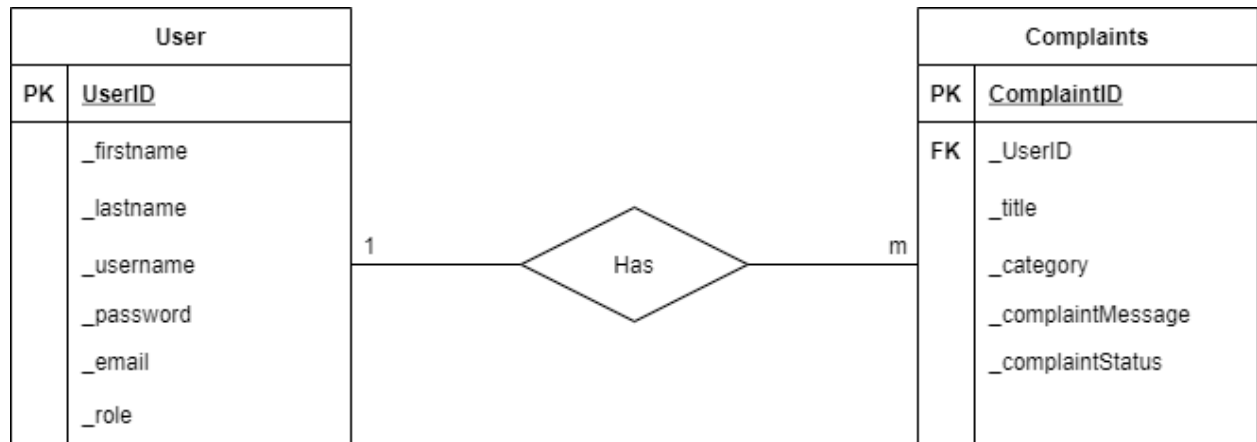


Image 2: ER Diagram

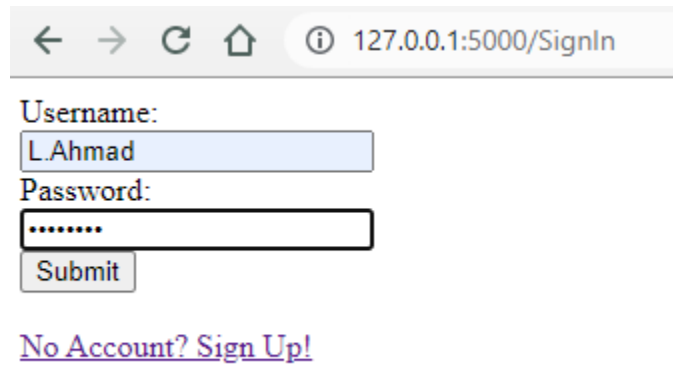
Screenshots from the application

The screenshot shows a web browser window with the address bar displaying `127.0.0.1:5000/SignUp`. The page title is **Sign Up**. The form contains the following fields and values:

- First name:
- Last name:
- Username:
- Password:
- Email:

Below the form is a **Submit** button. At the bottom, there is a link: [Have an Account? Sign In!](#)

Image 3: Sign Up form for USERS ONLY



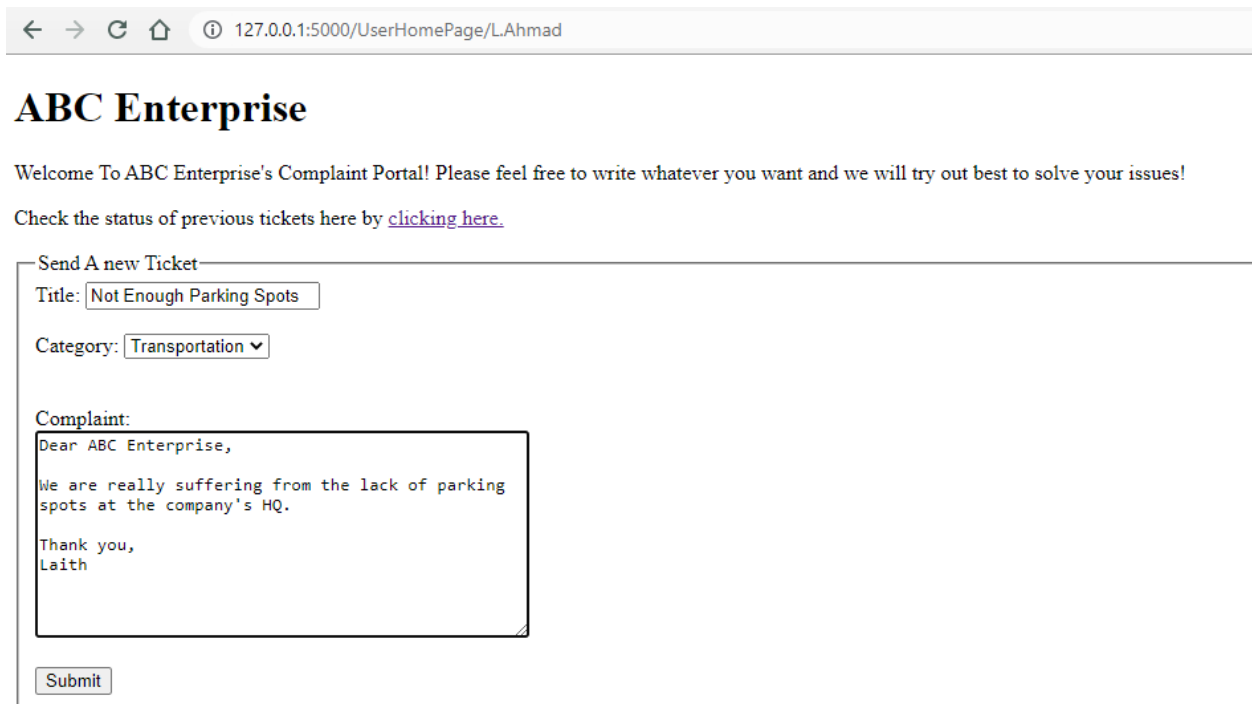
← → ↻ 🏠 ⓘ 127.0.0.1:5000/SignIn

Username:

Password:

[No Account? Sign Up!](#)

Image 4: User Login



← → ↻ 🏠 ⓘ 127.0.0.1:5000/UserHomePage/L.Ahmad

ABC Enterprise

Welcome To ABC Enterprise's Complaint Portal! Please feel free to write whatever you want and we will try out best to solve your issues!

Check the status of previous tickets here by [clicking here](#).

Send A new Ticket

Title:

Category:

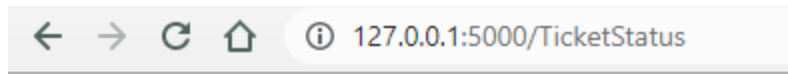
Complaint:

Dear ABC Enterprise,

We are really suffering from the lack of parking spots at the company's HQ.

Thank you,
Laith

Image 5: User's homepage, where they can either send a complaint or check previous ones

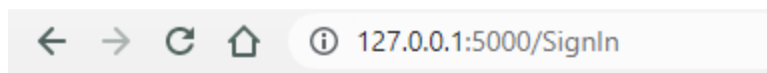


Ticket Status

Not Enough Parking Spots

Pending Resolution

Image 6: previous tickets status

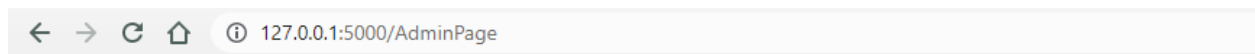


Username:

Password:

[No Account? Sign Up!](#)

Image 7: admin login (same page as users)



Admin

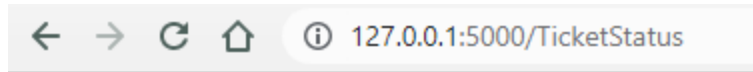
ComplaintID: status:

Complaint ID: 1

Dear ABC Enterprise, We are really suffering from the lack of parking spots at the company's HQ. Thank you, Laith

Pending Resolution

Image 8: admin panel, we can see the ticket which was written in the screenshot above and it's status

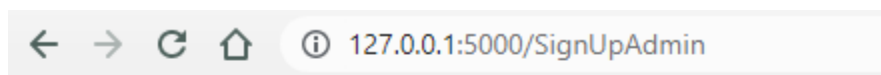


Ticket Status

Not Enough Parking Spots

dismissed

Image 8: previous ticket status after being altered by the admin in image 7



Not Authorized

Image 9: when a user tries to access the admin sign up form