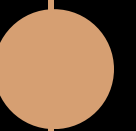# COMPLAIN
MANAGEMENT

TEAM MEMBERS

ANAMUL HOQUE ADOR -**2020000010058**

TAREK HOSSAIN -**2020000010051**

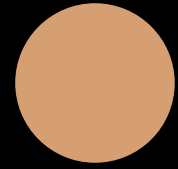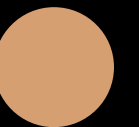MD MOSTAKIM RAHMAN -**2019000010066**

TABLE OF CONTENTS
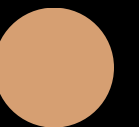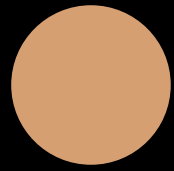
INTRODUCTION

Complain Management is a web-based platform designed to provide assistance, support, and information to users through It. Complain Management is particularly valuable for organizations, businesses, and websites looking to enhance their customer support and user experience.
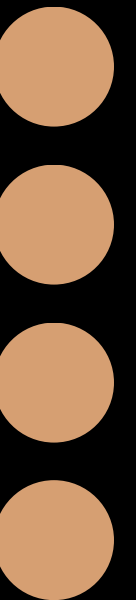
BENEFITS OF USING COMPLAIN MANAGEMENT

1. **WEB-BASED INTERFACE**: COMPLAIN MANAGEMENT IS TYPICALLY WEB-BASED, ACCESSIBLE THROUGH A WEB BROWSER, AND MAY BE USED TO PROVIDE A DYNAMIC AND INTERACTIVE USER INTERFACE.

2. **USER TICKETS**: USERS CAN SUBMIT SUPPORT TICKETS OR INQUIRIES THROUGH THE SYSTEM. THESE TICKETS ARE TRACKED AND MANAGED BY SUPPORT AGENTS.

3. **TICKET MANAGEMENT**: THE SYSTEM ALLOWS SUPPORT AGENTS TO VIEW, PRIORITIZE, ASSIGN, AND MANAGE CUSTOMER SUPPORT TICKETS EFFICIENTLY.

4. **COMMUNICATION**: IT ENABLES REAL-TIME COMMUNICATION BETWEEN SUPPORT AGENTS AND CUSTOMERS. JAVASCRIPT CAN BE USED FOR LIVE CHAT OR MESSAGING FEATURES.
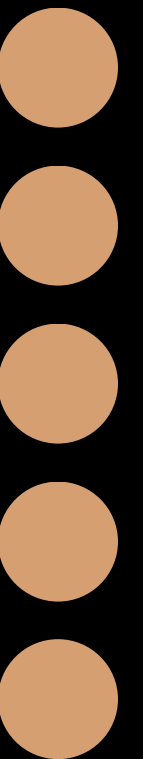
BENEFITS OF USING COMPLAIN MANAGEMENT

5. **CUSTOMIZATION**: COMPLAIN MANAGEMENT CAN BE USED TO CUSTOMIZE THE APPEARANCE AND BEHAVIOR OF THE HELP DESK SYSTEM TO ALIGN WITH THE ORGANIZATION'S BRANDING AND SPECIFIC REQUIREMENTS.

6. **SECURITY**: IT CAN BE EMPLOYED TO ENHANCE THE SECURITY OF THE SYSTEM, INCLUDING USER AUTHENTICATION AND DATA ENCRYPTION.

7. **MOBILE RESPONSIVENESS**: COMPLAIN MANAGEMENT SYSTEMS ARE DESIGNED TO BE RESPONSIVE, ENSURING A GOOD USER EXPERIENCE ON BOTH DESKTOP AND MOBILE DEVICES.
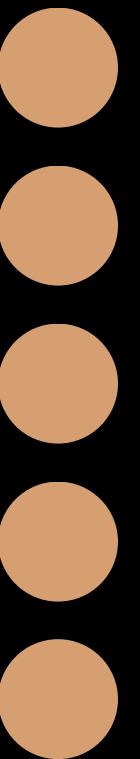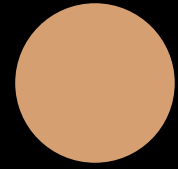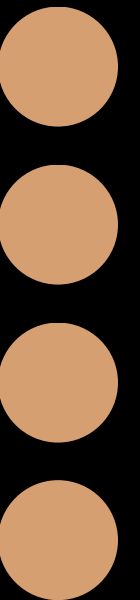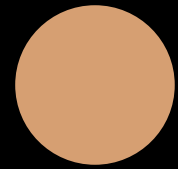
TOOLS WE USE

PHP

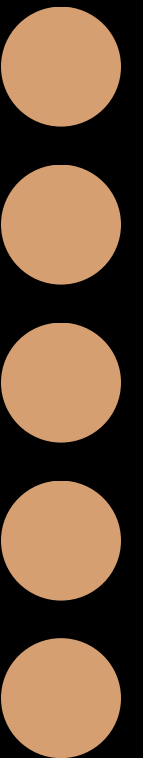FOR BACK-END

HTML, CSS, JQUERY

FOR FRONT-END

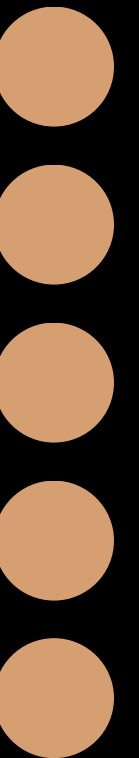**MYSQL**

FOR DATABASE
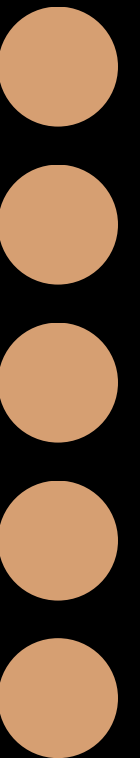
USER INTERFACE

COMPLAINT MANAGEMENT   User Login   User Registration   admin

● ○ ○

WELCOME TO COMPLAINT MANAGEMENT SYSTEM

The Easiest Way To Complain Online

USER INTERFACE

SIGN IN NOW

Email

Password

Forgot Password?

🔒 SIGN IN

Don't have an account yet?
Create an account

USER INTERFACE

CMS | Admin   Back to Portal

Sign In

Username

Password

Login

ADMIN MODULE

CMS | Admin

Admin

Manage Complaint ^

🔲 Not Process Yet Complaint **0**

🔲 Pending Complaint **1**

🔒 Closed Complaints **0**

👥 Manage users

🔲 Add Category

🔲 Add Sub-Category

📄 Add State

🔲 User Login Log

➡ Logout

Closed Complaints

Show | 10 ∨ | entries

Search:

Complaint No	complainant Name	Reg Date	Status	Action
No data available in table				

Showing 0 to 0 of 0 entries

< >
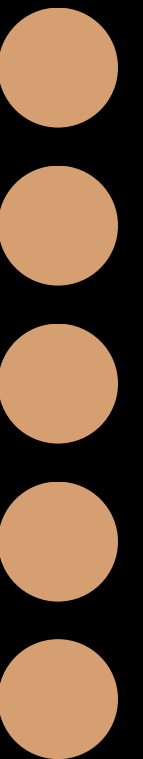
USER MODULE
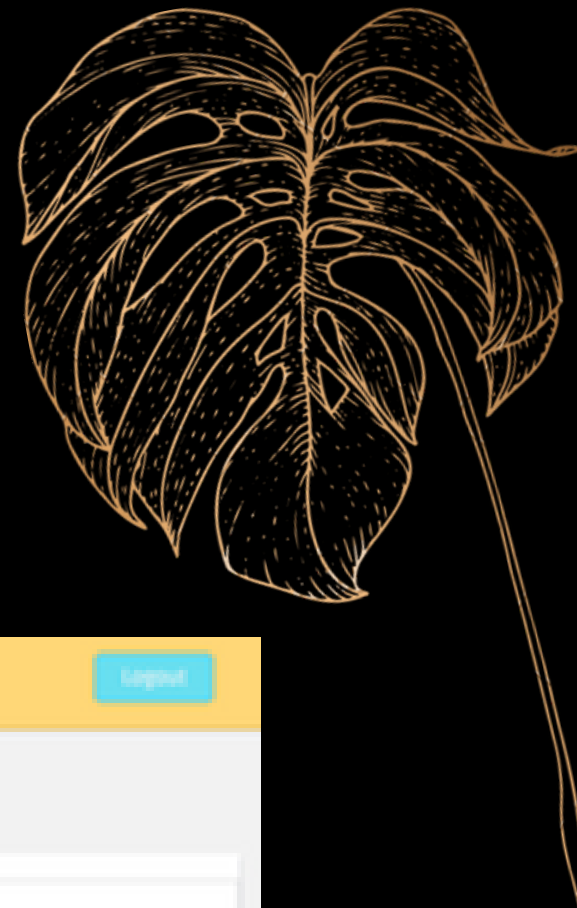
COMPLAINT MANAGEMENT SYSTEM

Logout

Mostakim Rahman

- Dashboard
- Account Setting
- Lodge Complaint
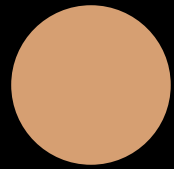- Complaint History

>Your Complaint History

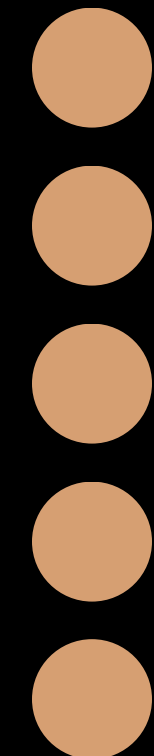| Complaint Number	Reg Date	last Updation date	Status	Action
1	2023-10-05 23:52:29	2023-10-05 23:53:36	In Process	View Details
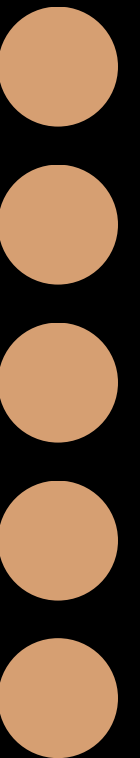
FEATURES AND FUNCTIONALITY

- *Front-end Tickets*
- Unlimited Tickets
- Erase Data Requests
- Ticket Status
- Login Form
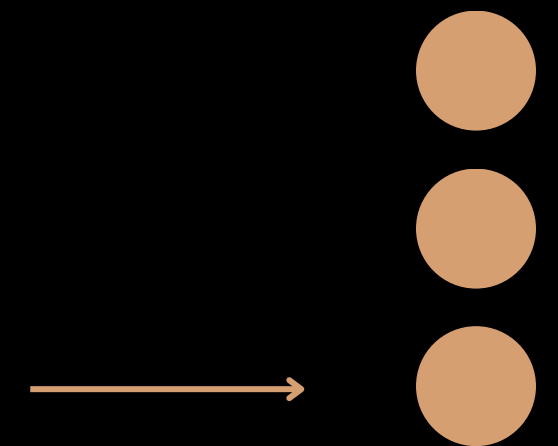
- *Email Template*
- Ticket Search
- Feedbacks
- Ticket Auto Close

CONCLUSION

Complain Management is a valuable tool for organizations aiming to provide efficient and responsive customer support and assistance. It enables organizations to efficiently manage customer inquiries, provide timely support, and enhance the overall customer experience. Its dynamic and customizable nature, along with its ability to leverage technology, makes it a valuable asset for businesses looking to excel in customer service and support.

THANK YOU