Title: Collects Complaints and Provides Services

As a hall staff, I want to provide services and collect complaints. So that I can efficiently find out if a student in a definite room needs any technical support or has any complaints about anything.

Acceptance Criteria:

1. As a student, I want to use the hall management system if I have any complaints about anything related to my hall or room.

2. As a student, I want to use the hall management system if I need any technical support and send a notification to the system and the staff will arrange the solution for it.

3. As an admin, I can see how many students are in their seats and how many are not. Then, I can give allocation again.

4. As a hall provost, I want to access the hall management system to view all the complaints and supports that have been sent or not.

5. When a notification arrives there will be a certain room number from where the request is received and staff will reach there and solve the problem.

Success:

- When the staff clicks on the "Reviewing" button, a notification will go to the student that the complaint/demanded service is processing.

- Upon a successful finish, when the staff clicks on the "Done" button, a notification will go to the student and the provost.

Failure:

- If there are issues during these operations, an error message should guide corrective actions.

- If technical issues occur during the allocation process, the system should provide an error message.