**Question 3**

Create an application for customer complaint registration from customer master

Customer master

1. Customer Name
2. Customer iD
3. Address
4. Mobile No
5. Product or Service opted

Details to be collected while registering complaint

1. Customer selection should be through customer id, phone no or name
2. Complaint Type -Masters to be kept
3. Remarks
4. Expected Response time date
5. SLA Date

*Note: - DB Connection should be through API or Service Layer*

***Validations***

1. Same type of complaint should not be allowed more than twice, if so, previous ticket id should be provided in response
2. Same customer tickets registration should not be allowed for next 10 mins

Complaint Type Masters format

|  |  |  |
| --- | --- | --- |
| Complaint Type | Severity | SLA Days |
| A | Normal | 4 |
| B | Medium | 3 |
| C | High | 2 |
| D | Critical | 1 |

**Queries**

1. Total tickets registered with customer details, product or service, complaint details
2. List all overdue tickets based on SLA Date
3. Tickets getting overdue in next 1 day
4. Customer who had registered
   1. More than 3 ticket
   2. Customers with nil ticket