**PROJECT TITLE: CUSTOMER FEEDBACK PORTAL**

DEPT: INFORMATION TECHNOLOGY

GROUP A -> GROUP 9

**GROUP MEMBERS**

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**PROJECT OBJECTIVE**

The main objective of this project is to design a **web-based feedback collection system** that allows customers to share their opinions, ratings, and comments easily.  
 It also enables administrators to **view, filter, and analyze** the feedback efficiently.

Tools and Technologies Used

* **Frontend:** HTML, CSS
* **Backend:** PHP
* **Database:** MySQL
* **Server:** XAMPP (Apache Server)
* **Other Tools:** VS Code, phpMyAdmin

**System Description**

* **Feedback Form** (feedback.html) – collects user details, rating, and comments.
* **Database Connection** (connection.php) – connects the system to the MySQL database.
* **Processing Script** (process.php) – stores user feedback into the database.
* **Display Page** (display.php) – shows all feedback entries to the admin.
* **Filter Functionality** (filter.php) – allows filtering of feedback by rating or keyword.

**Project Outcome**

* Successfully implemented a **functional feedback system** that stores and retrieves user data dynamically.
* **Improved feedback management** by allowing filtering and display of comments.
* Enhanced understanding of **PHP–MySQL integration** and data handling.
* Created a **user-friendly interface** for both customers and administrators.

**Conclusion**

The project achieved its goal of building an efficient and simple platform for feedback collection and analysis.  
 It demonstrates practical knowledge of **web development**, **database interaction**, and **data-driven decision-making**.  
 Future improvements can include adding user authentication, data visualization, and email notifications.