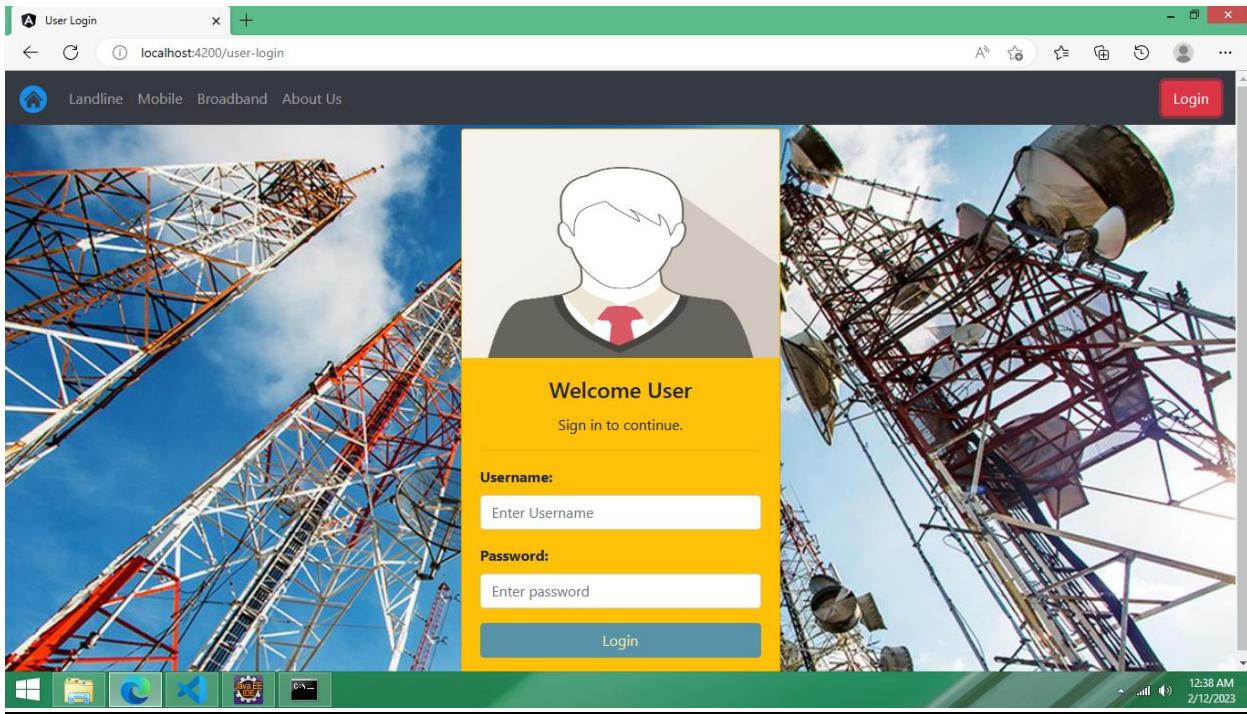


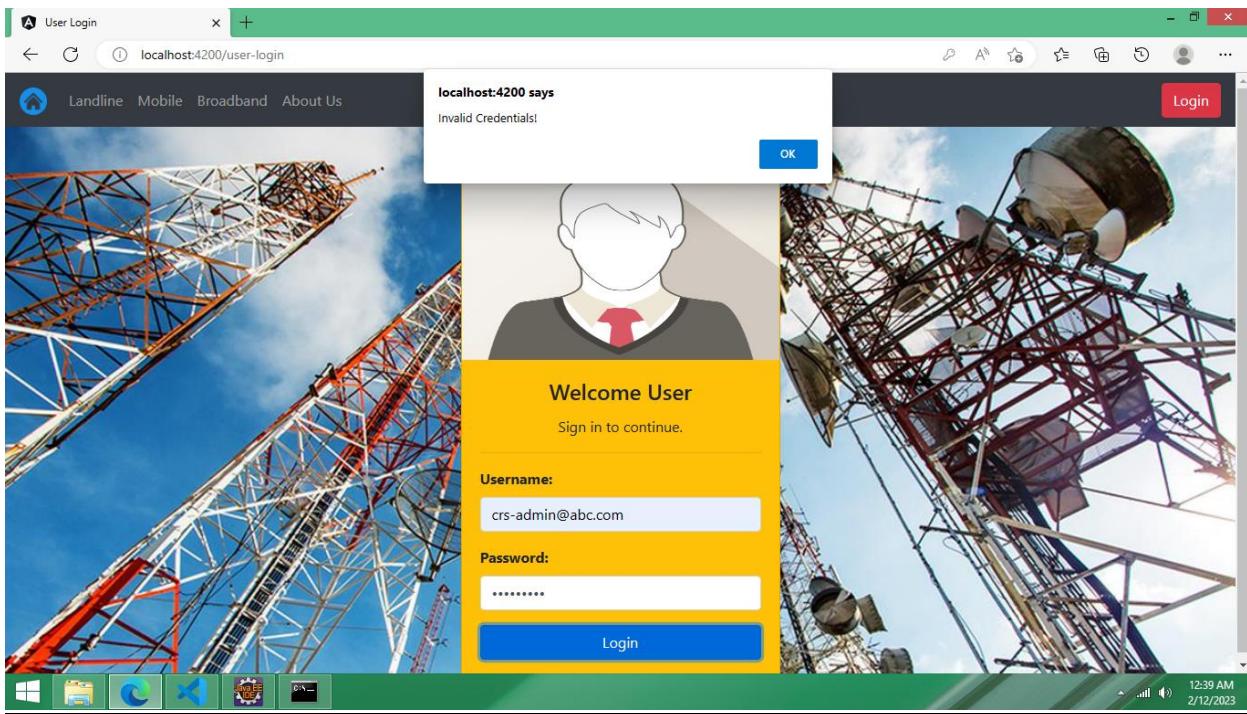
1. Complaint Redressal System HomePage:



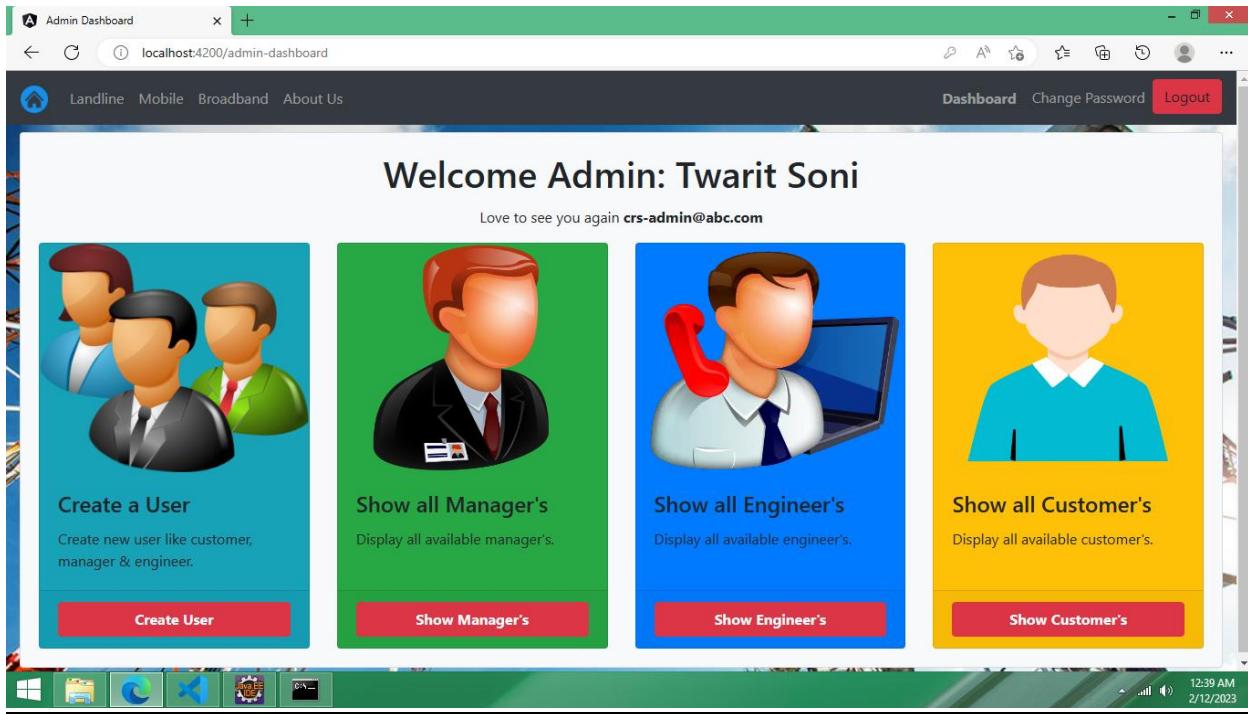
2. On Clicking Login:



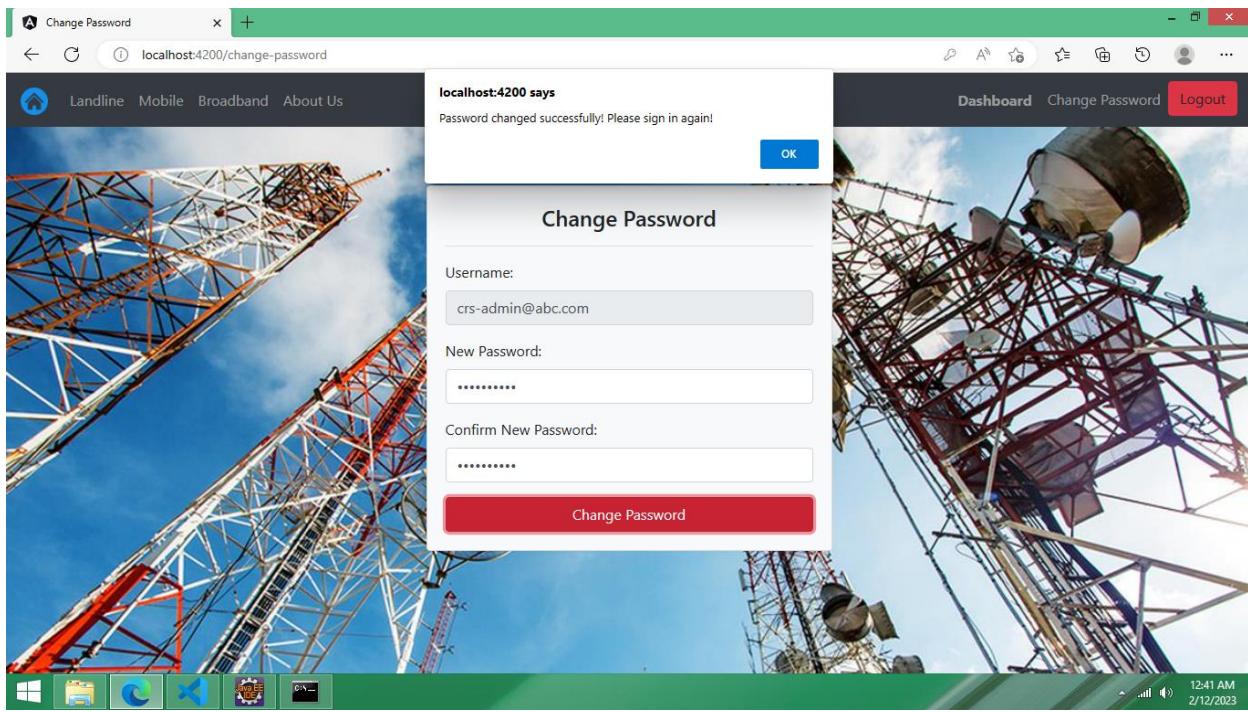
3. On giving wrong admin credentials:



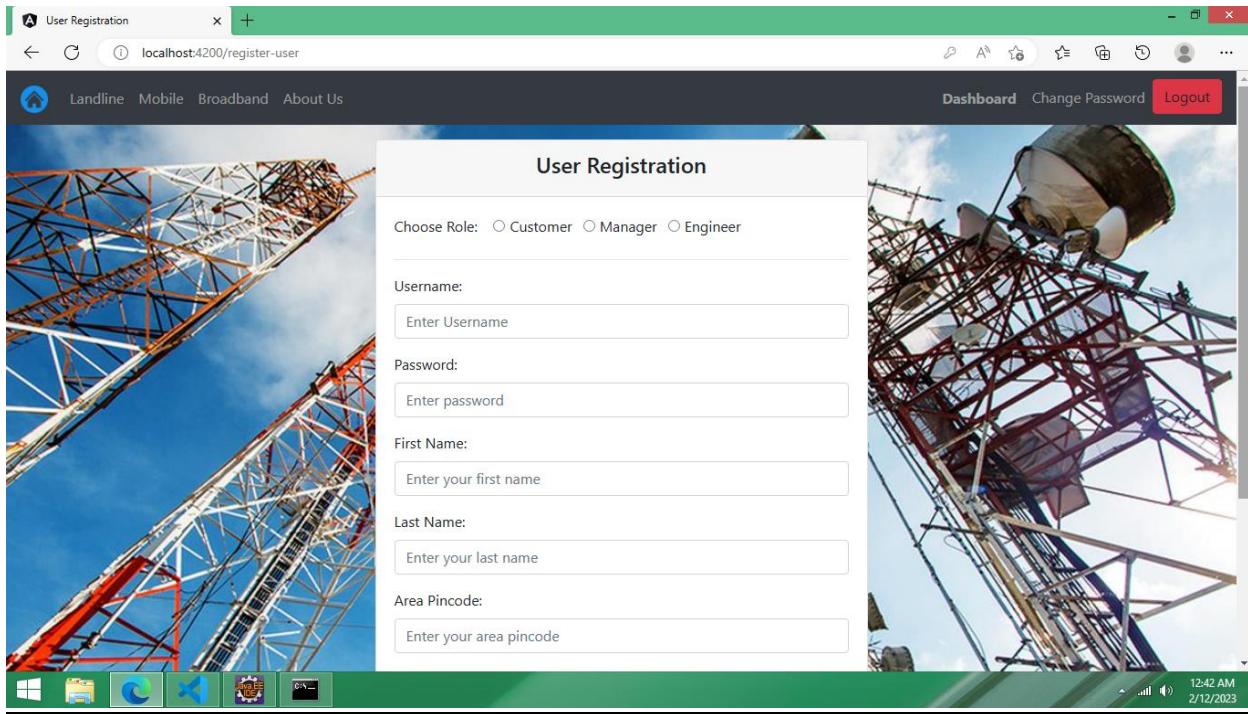
4. Admin Dashboard after giving right credentials:



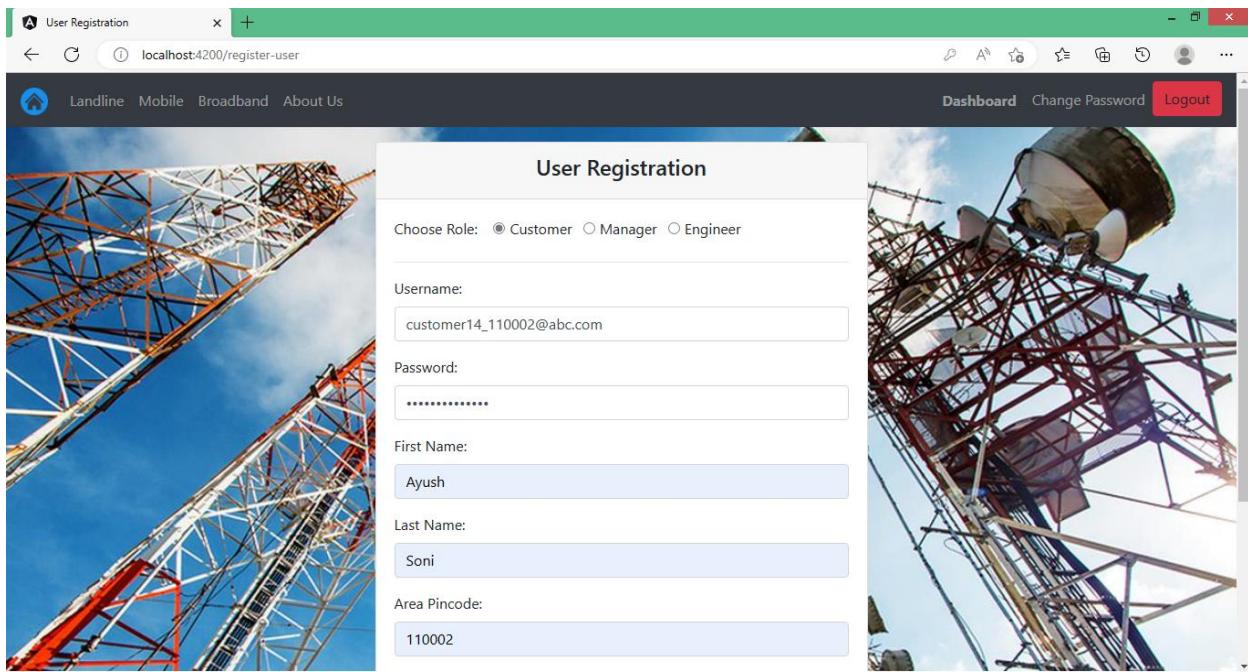
5. On clicking ChangePassword and changing the password:



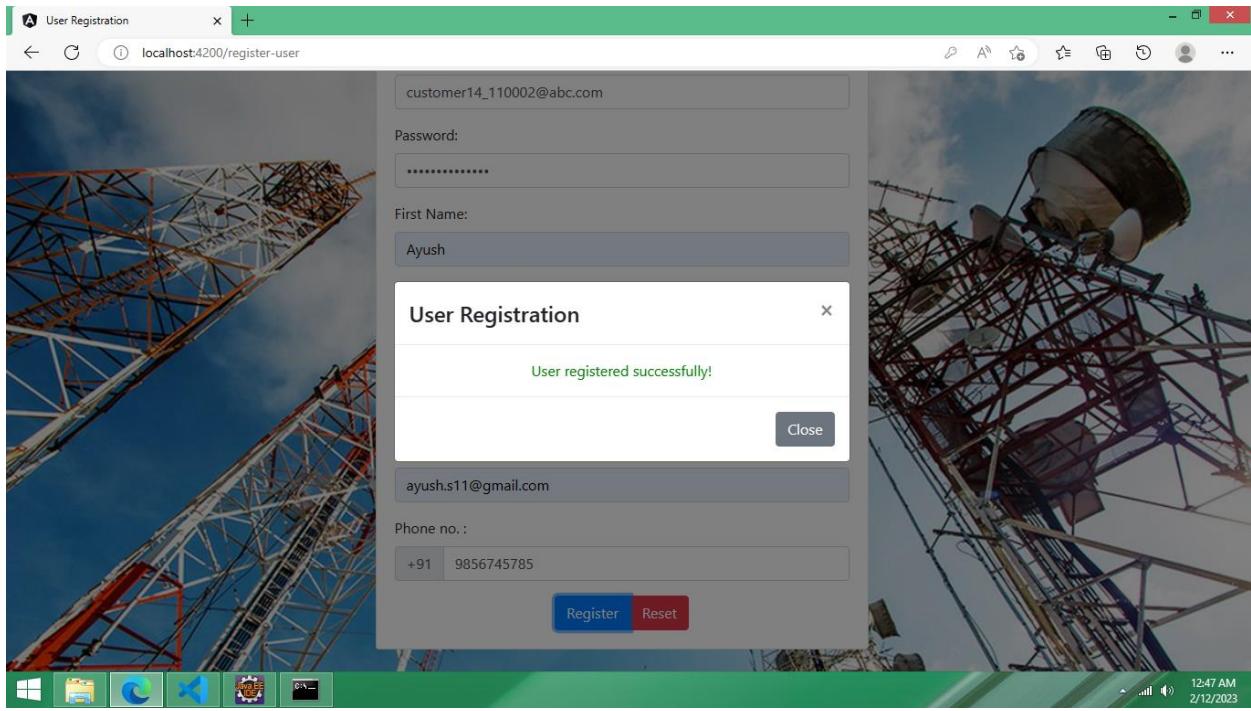
6. From Admin Dashboard on click Create User:



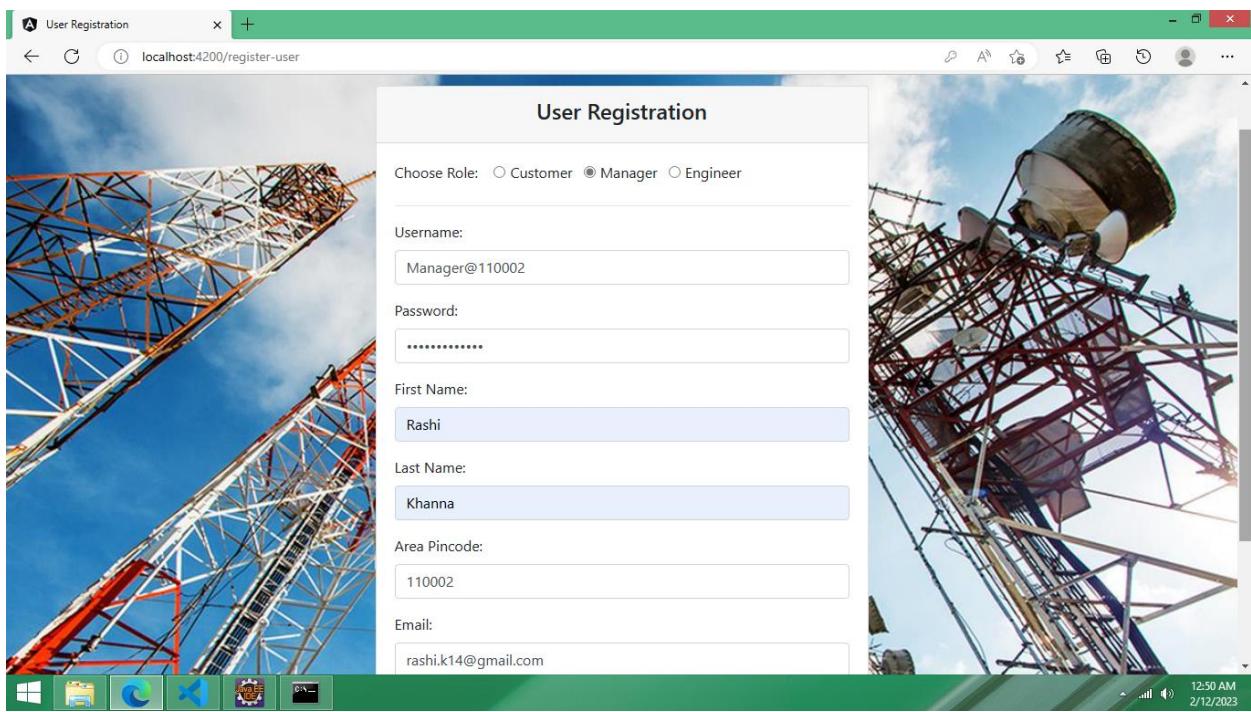
7. Creating a Customer User:



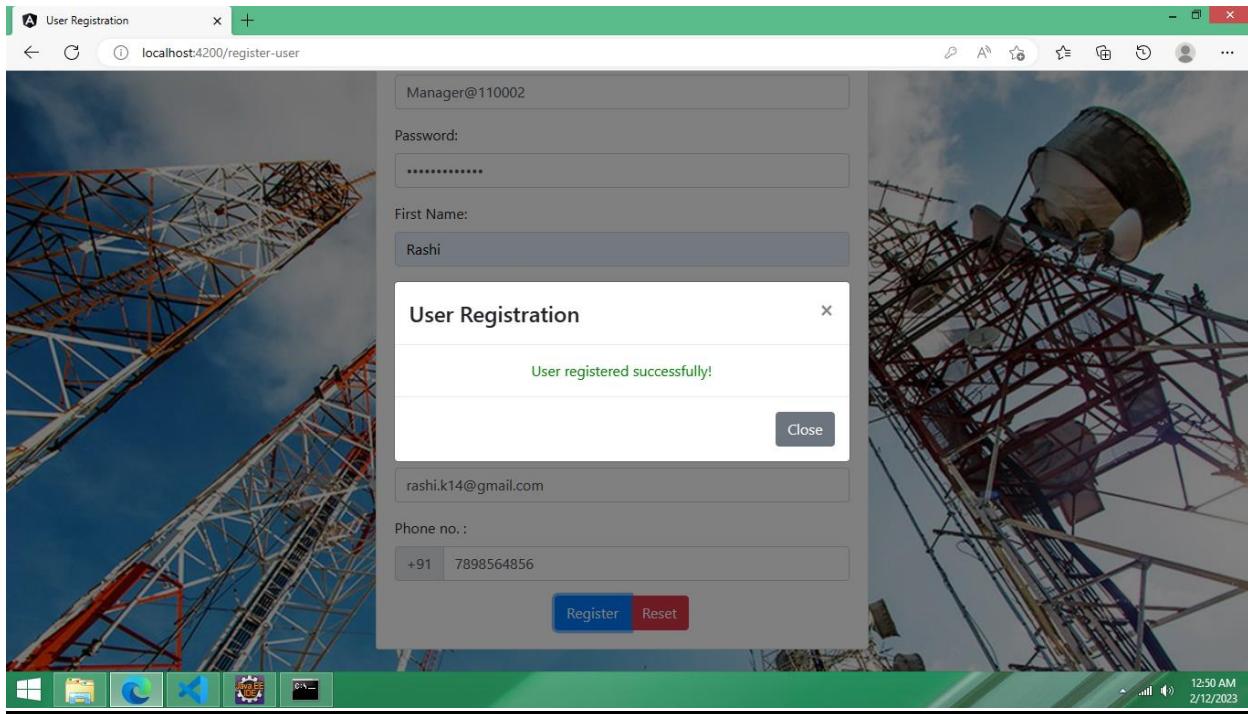
8. On clicking Register after entering details:



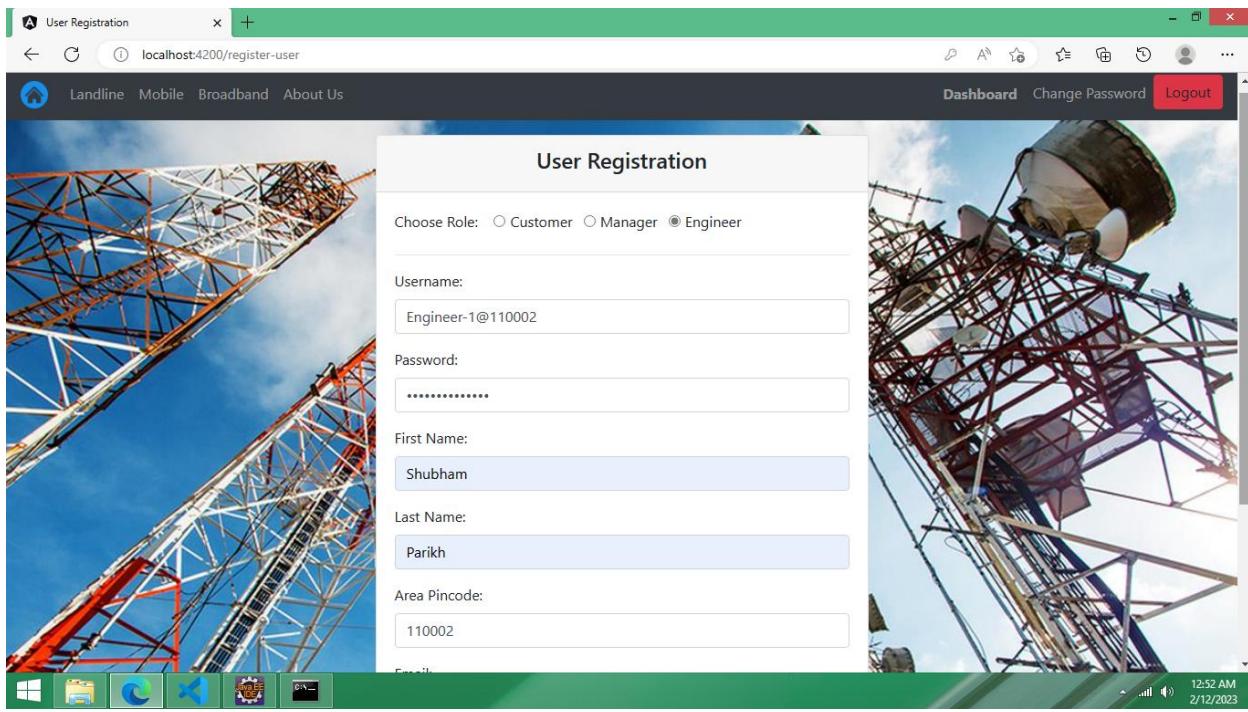
9. Creating a Manager User:

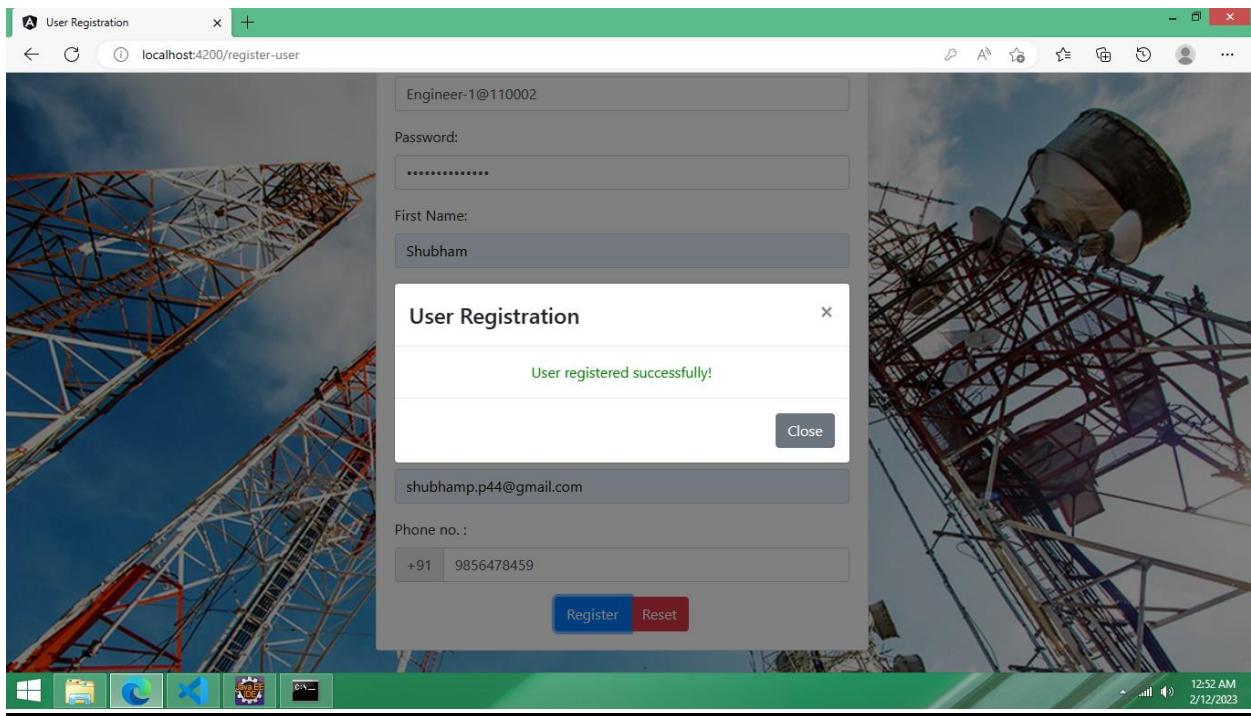


10. On clicking register:



11. Creating a Engineer User and clicking register:





12. From dashboard on clicking Show All Manager's:

A screenshot of a web browser window titled "Managers" and "Engineers" from the URL "localhost:4200/managers". The page has a dark header with navigation links for "Landline", "Mobile", "Broadband", "About Us", "Dashboard", "Change Password", and "Logout". The main content area is titled "All Available Manager's" and contains a table with the following data:

S.No.	Manager Id	User Name	First Name	Last Name	Pincode	E-mail	Contact	Action
1	7	Manager@110005	Rajesh	Soni	110005	rajesh.s88@gmail.com	7454956812	<button>Delete</button> <button>Update</button>
2	51	Manager@110002	Rashi	Khanna	110002	rashi.k14@gmail.com	7898564856	<button>Delete</button> <button>Update</button>
3	55	Manager@110004	Prateek	Soni	110004	prateek.s98@gmail.com	6598745689	<button>Delete</button> <button>Update</button>
4	57	Manager@110006	Sumit	Jain	110006	sumits78@gmail.com	7895684856	<button>Delete</button> <button>Update</button>
5	59	Manager@110008	Ananya	Joshi	110008	ananyaj44@gmail.com	9856745685	<button>Delete</button> <button>Update</button>

The browser's taskbar at the bottom shows various icons, and the system tray indicates the date and time as 1:07 AM on 2/12/2023.

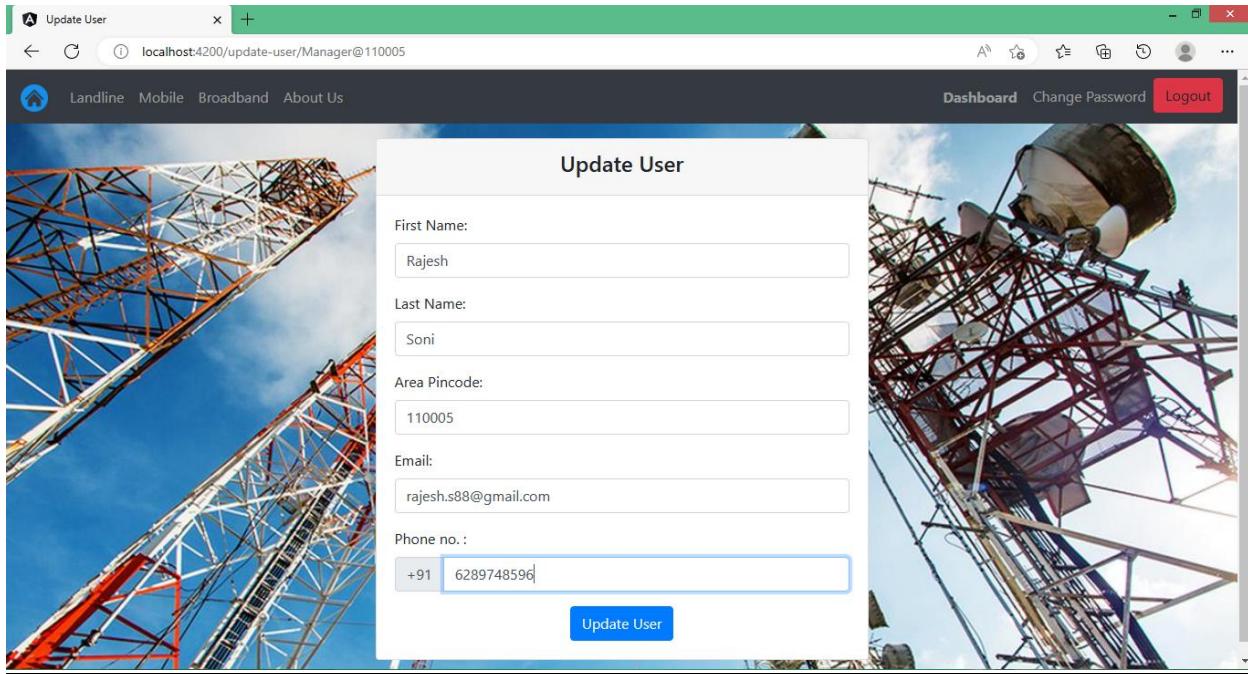
13. From dashboard on clicking Show All Customer's:

S.No.	Customer Id	User Name	First Name	Last Name	Pincode	E-mail	Contact	Action
1	11	customer14_110005@abc.com	Anupam	Jain	110005	anupam.m02@gmail.com	7895456858	<button>Delete</button> <button>Update</button>
2	15	customer16_110005@abc.com	Animesh	Chatterjee	110005	animesh.c04@gmail.com	6265859905	<button>Delete</button> <button>Update</button>
3	49	customer14_110002@abc.com	Ayush	Soni	110002	ayush.s11@gmail.com	9856745785	<button>Delete</button> <button>Update</button>
4	67	customer8_110004@abc.com	Aditi	Trivedi	110004	aditi.t79@gmail.com	9857484564	<button>Delete</button> <button>Update</button>

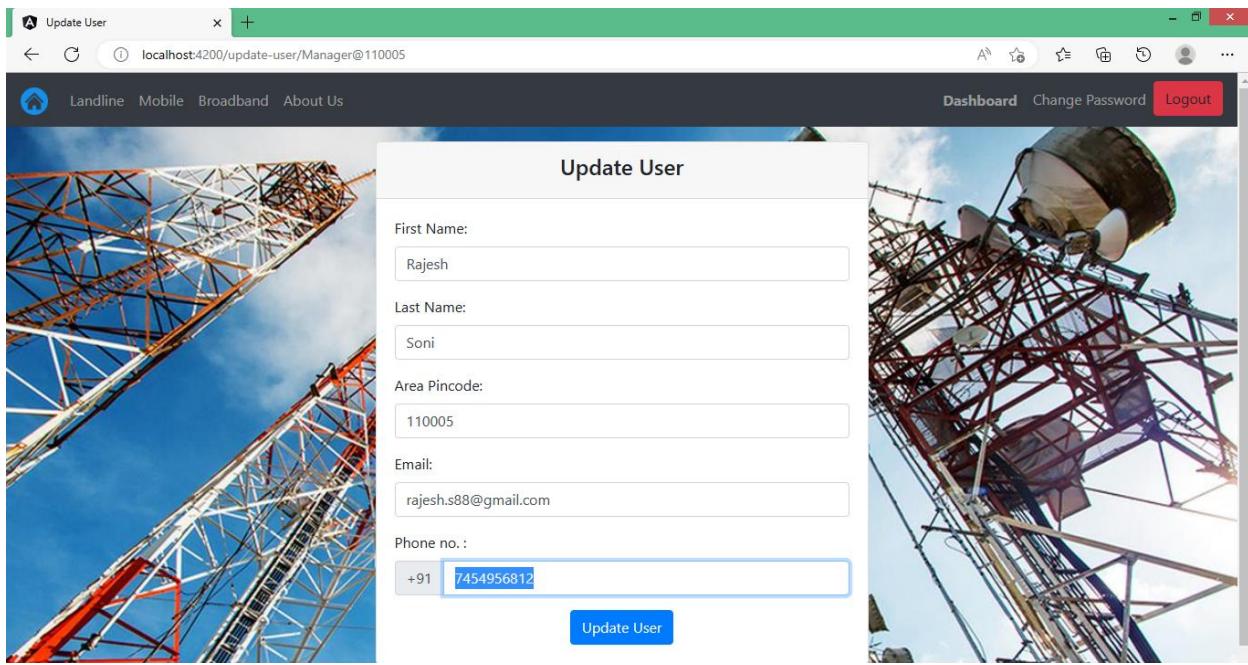
14. From dashboard on clicking Show All Engineer's:

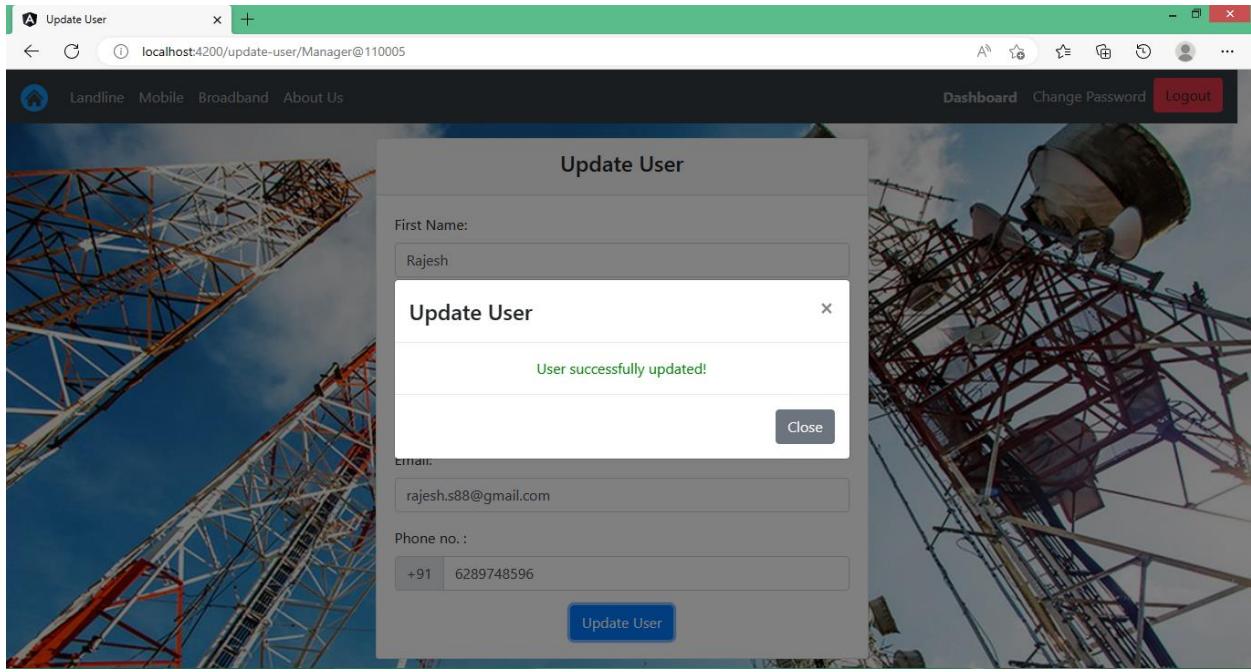
S.No.	Engineer Id	User Name	First Name	Last Name	Pincode	E-mail	Contact	Action
1	9	Engineer-1@110005	Prashant	Jain	110005	prashant.j14@gmail.com	9854679856	<button>Delete</button> <button>Update</button>
2	53	Engineer-1@110002	Shubham	Parikh	110002	shubhamp.p44@gmail.com	9856478459	<button>Delete</button> <button>Update</button>
3	61	Engineer-1@110004	Aditya	Dwivedi	110004	aditya.d96@gmail.com	7485956847	<button>Delete</button> <button>Update</button>
4	63	Engineer-1@110006	Mitali	Dasgupta	110006	mitali.d76@gmail.com	6598745865	<button>Delete</button> <button>Update</button>
5	65	Engineer-1@110008	Vineeta	Singh	110008	vini.s88@gmail.com	7895684859	<button>Delete</button> <button>Update</button>

14. From Manager's, on click Update:



Updating phone number and clicking Update User:

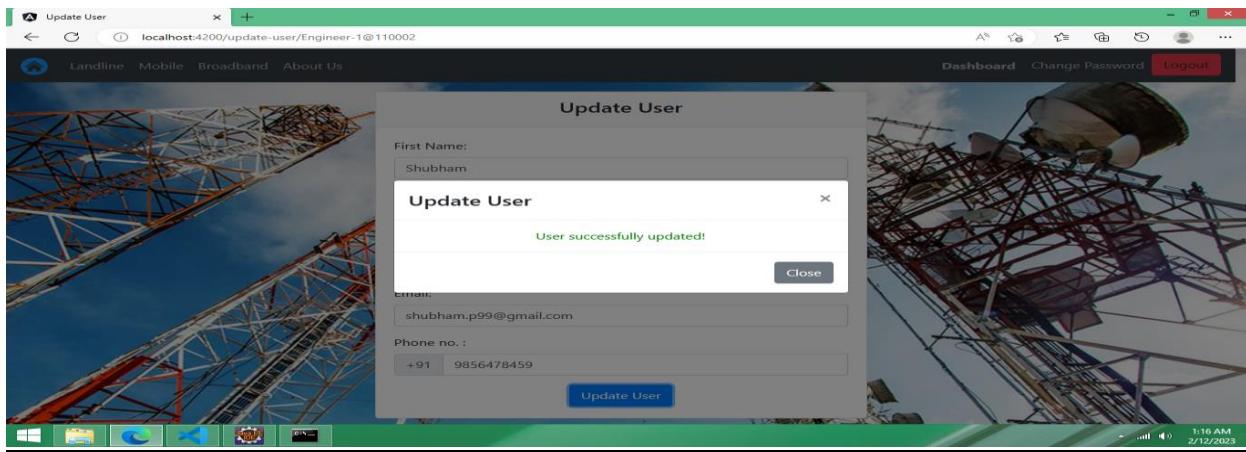
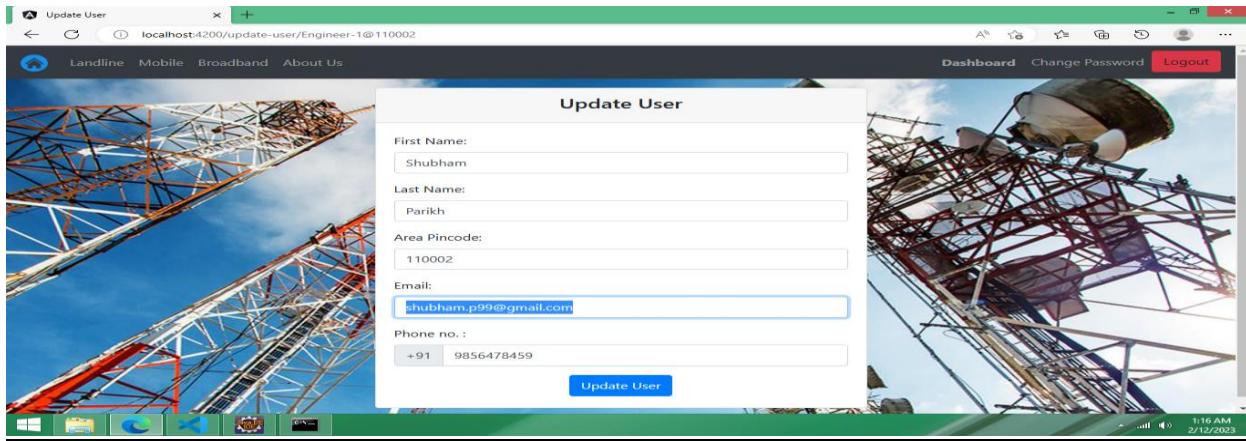




15. On Show All Manager's, Contact is updated :

S.No.	Manager Id	User Name	First Name	Last Name	Pincode	E-mail	Contact	Action
1	7	Manager@110005	Rajesh	Soni	110005	rajesh.s88@gmail.com	6289748596	<button>Delete</button> <button>Update</button>
2	51	Manager@110002	Rashi	Khanna	110002	rashi.k14@gmail.com	7898564856	<button>Delete</button> <button>Update</button>
3	55	Manager@110004	Praetek	Soni	110004	prateek.s98@gmail.com	6598745689	<button>Delete</button> <button>Update</button>
4	57	Manager@110006	Sumit	Jain	110006	sumits78@gmail.com	7895684856	<button>Delete</button> <button>Update</button>
5	59	Manager@110008	Ananya	Joshi	110008	ananya.j44@gmail.com	9856745685	<button>Delete</button> <button>Update</button>

16. Similarly updating other user's:



S.No.	Engineer Id	User Name	First Name	Last Name	Pincode	E-mail	Contact	Action
1	9	Engineer-1@110005	Prashant	Jain	110005	prashantj14@gmail.com	9854679856	<button>Delete</button> <button>Update</button>
2	53	Engineer-1@110002	Shubham	Parikh	110002	shubham.p99@gmail.com	9856478459	<button>Delete</button> <button>Update</button>
3	61	Engineer-1@110004	Aditya	Dwivedi	110004	aditya.d96@gmail.com	7485956847	<button>Delete</button> <button>Update</button>
4	63	Engineer-1@110006	Mitali	Dasgupta	110006	mitali.d76@gmail.com	6598745865	<button>Delete</button> <button>Update</button>
5	65	Engineer-1@110008	Vineeta	Singh	110008	vini.s88@gmail.com	7895684859	<button>Delete</button> <button>Update</button>

17. From Show All Customer's Deleting a customer:

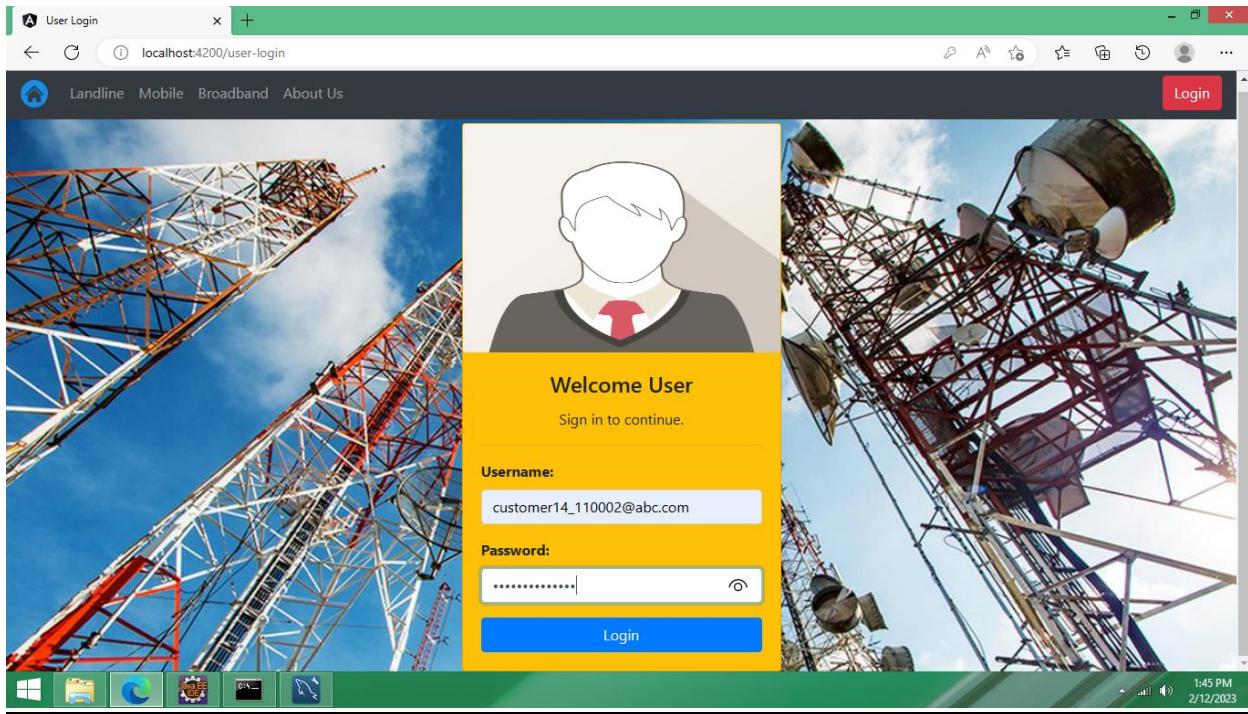
A screenshot of a web browser window titled "Customers" at "localhost:4200/customers". The page displays a table of customer information under the heading "All Available Customer's". The table has columns for S.No., Customer Id, User Name, First Name, Last Name, Pincode, E-mail, Contact, and Action. The "Action" column contains two buttons: "Delete" and "Update". The fifth row, which corresponds to Customer Id 69, has the "Delete" button highlighted with a red border. The browser interface includes a top navigation bar with links for Landline, Mobile, Broadband, About Us, Dashboard, Change Password, and Logout. The status bar at the bottom shows the time as 1:09 PM and the date as 2/12/2023.

S.No.	Customer Id	User Name	First Name	Last Name	Pincode	E-mail	Contact	Action
1	11	customer14_110005@abc.com	Anupam	Jain	110005	anupam.m02@gmail.com	7895456858	Delete Update
2	15	customer16_110005@abc.com	Animesh	Chatterjee	110005	animesh.c04@gmail.com	6265859905	Delete Update
3	49	customer14_110002@abc.com	Ayush	Soni	110002	ayush.s11@gmail.com	7898564585	Delete Update
4	67	customer8_110004@abc.com	Aditi	Trivedi	110004	aditi.t79@gmail.com	9857484564	Delete Update
5	69	customer88_110008@abc.com	Shreya	Soni	110008	shreya.s99@gmail.com	9854785954	Delete Update

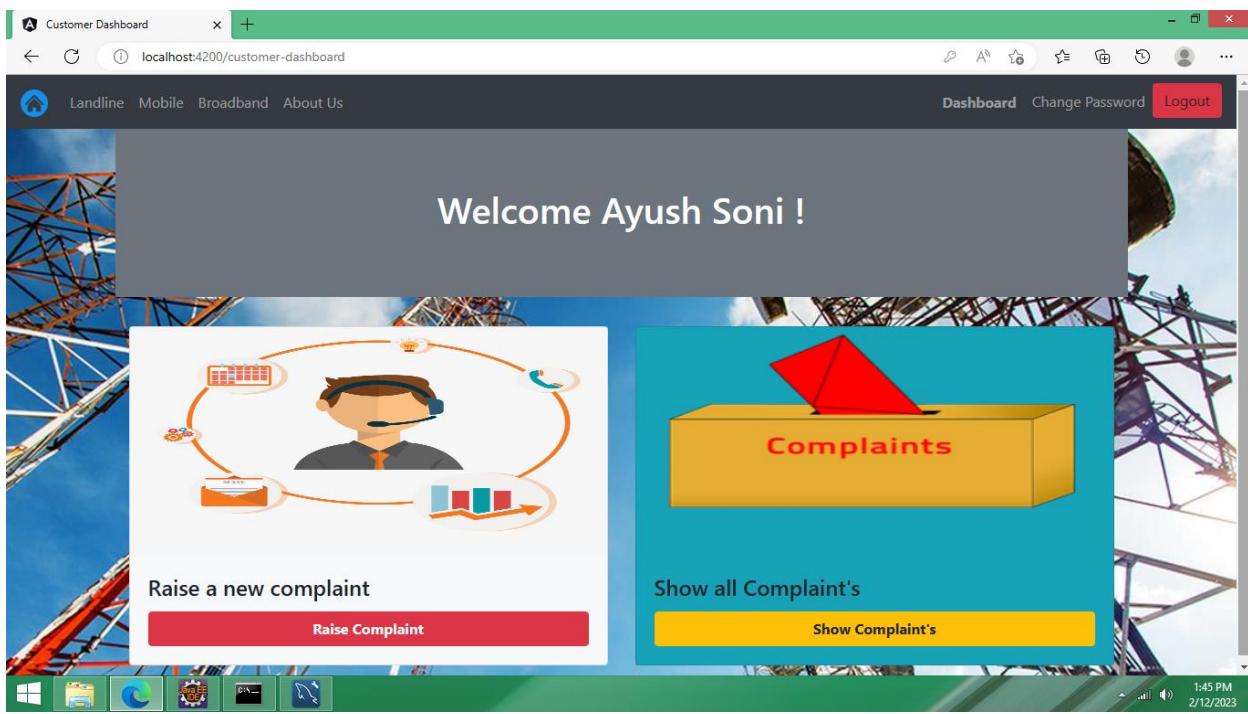
A screenshot of the same web browser window at "localhost:4200/customers". The table now only contains four rows of customer data, indicating that the fifth customer has been successfully deleted. The rest of the interface, including the top navigation bar, status bar, and overall layout, remains identical to the previous screenshot.

S.No.	Customer Id	User Name	First Name	Last Name	Pincode	E-mail	Contact	Action
1	11	customer14_110005@abc.com	Anupam	Jain	110005	anupam.m02@gmail.com	7895456858	Delete Update
2	15	customer16_110005@abc.com	Animesh	Chatterjee	110005	animesh.c04@gmail.com	6265859905	Delete Update
3	49	customer14_110002@abc.com	Ayush	Soni	110002	ayush.s11@gmail.com	7898564585	Delete Update
4	67	customer8_110004@abc.com	Aditi	Trivedi	110004	aditi.t79@gmail.com	9857484564	Delete Update

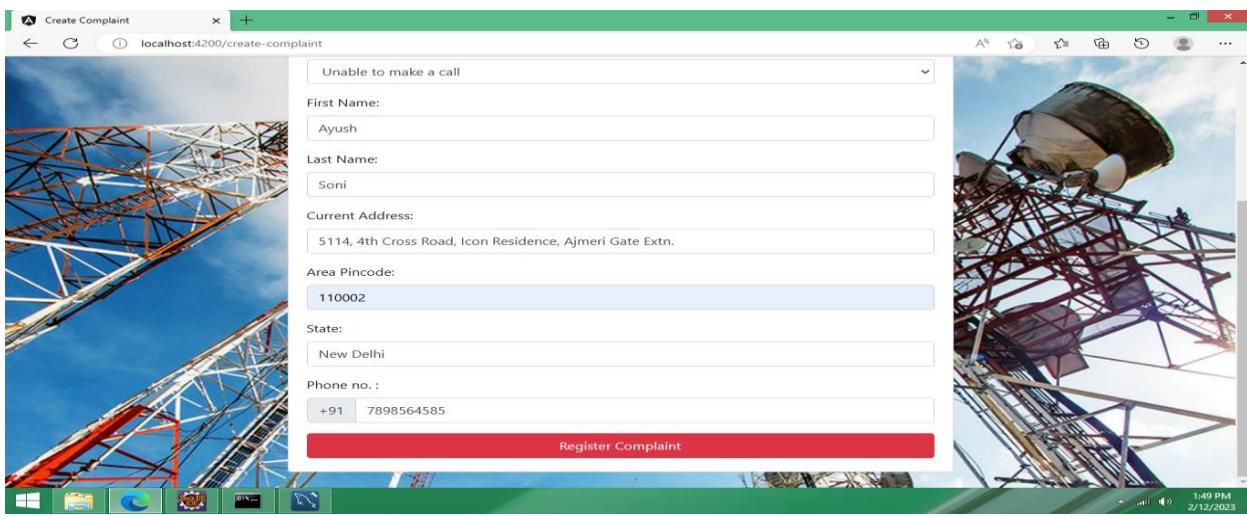
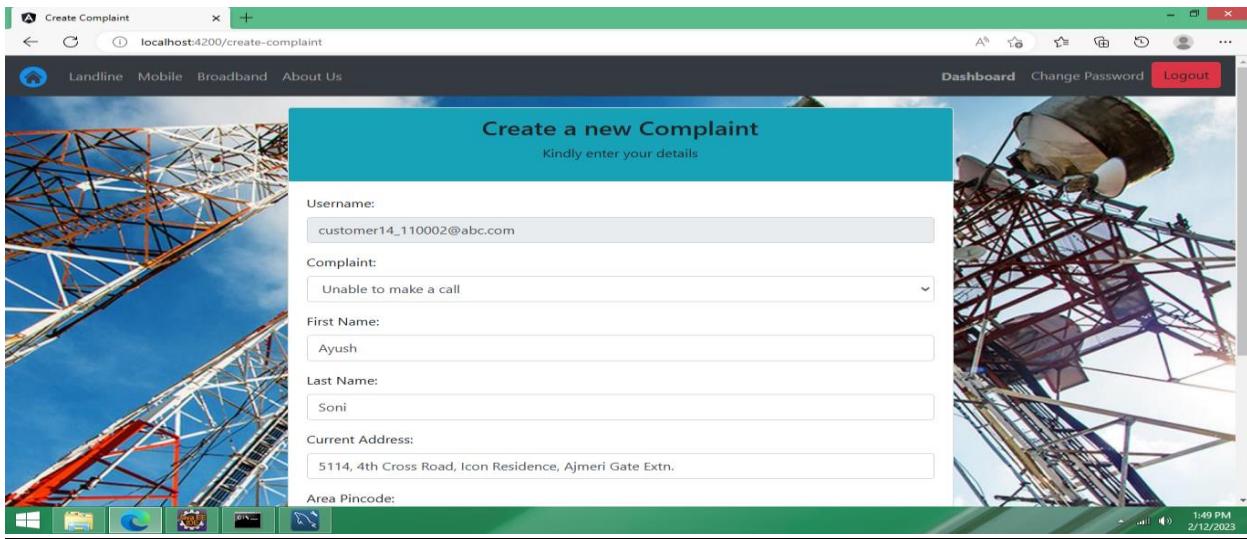
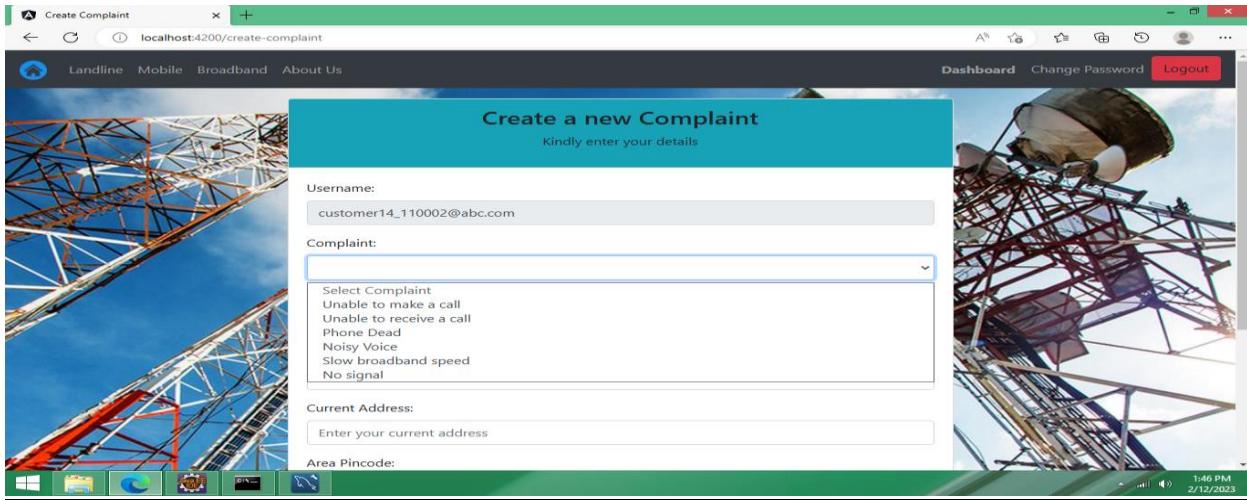
18. Customer Login:



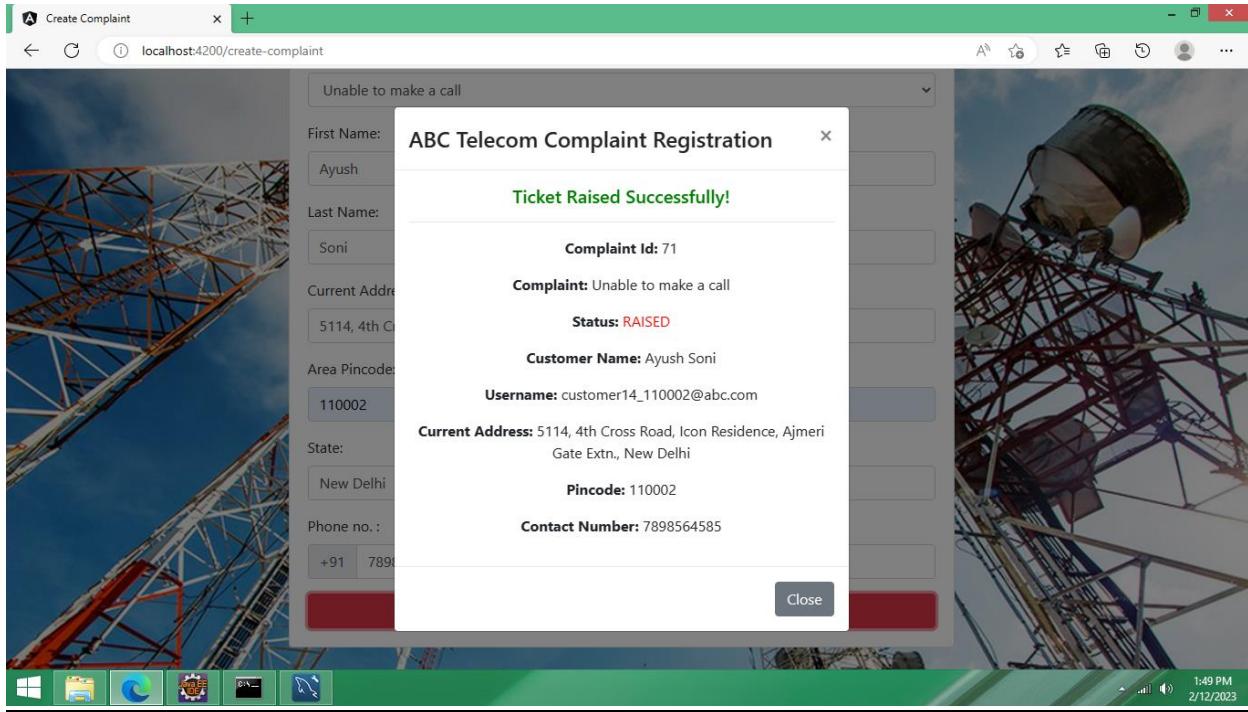
19. Customer Dashboard:



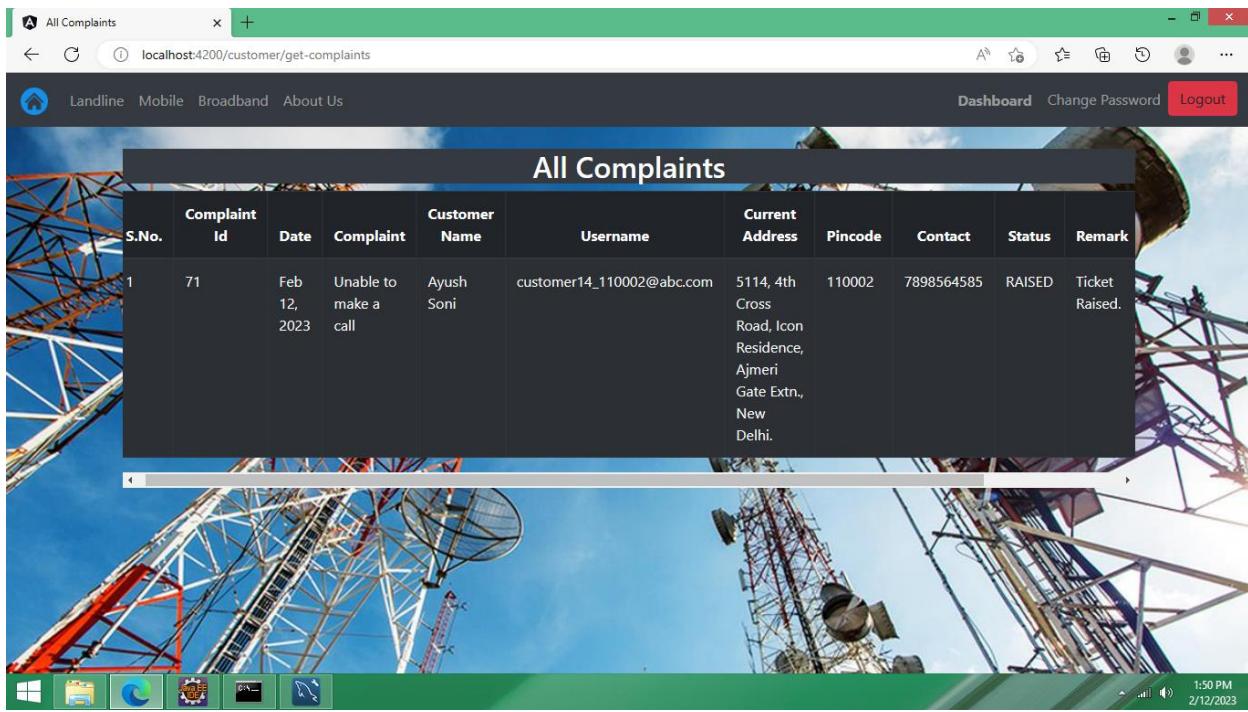
20. On clicking Raise Complaint:



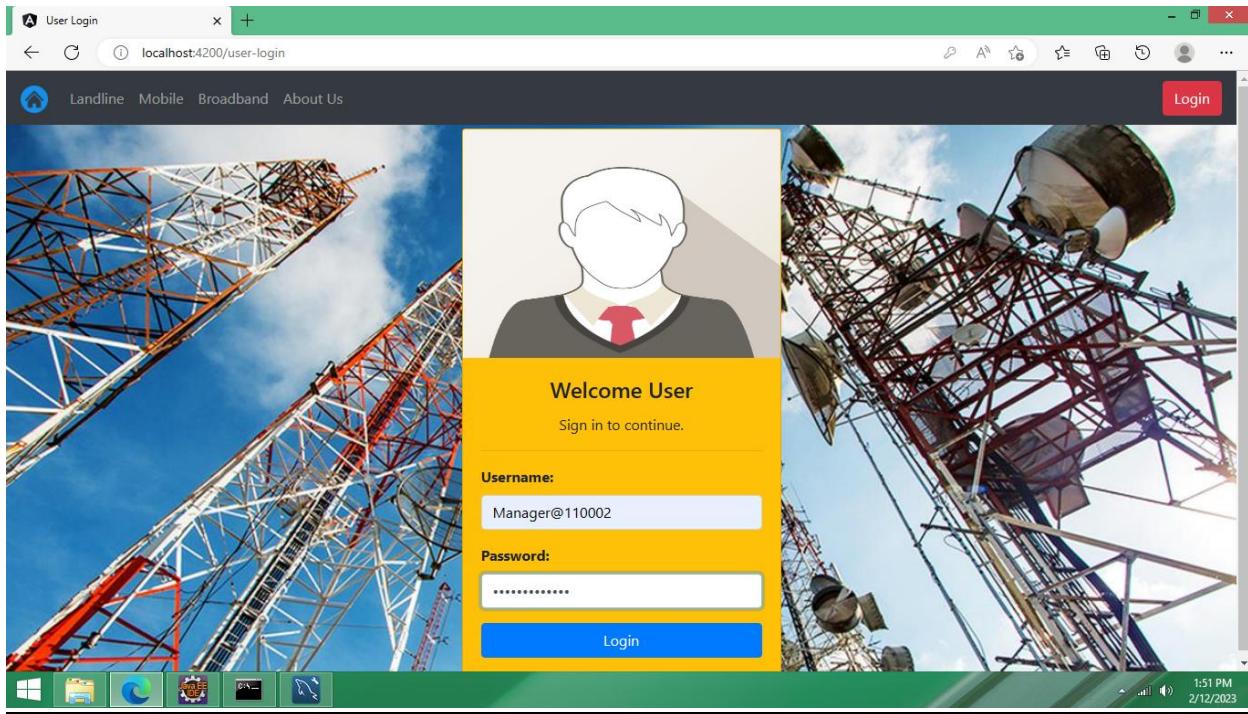
21. On clicking Register Complaint:



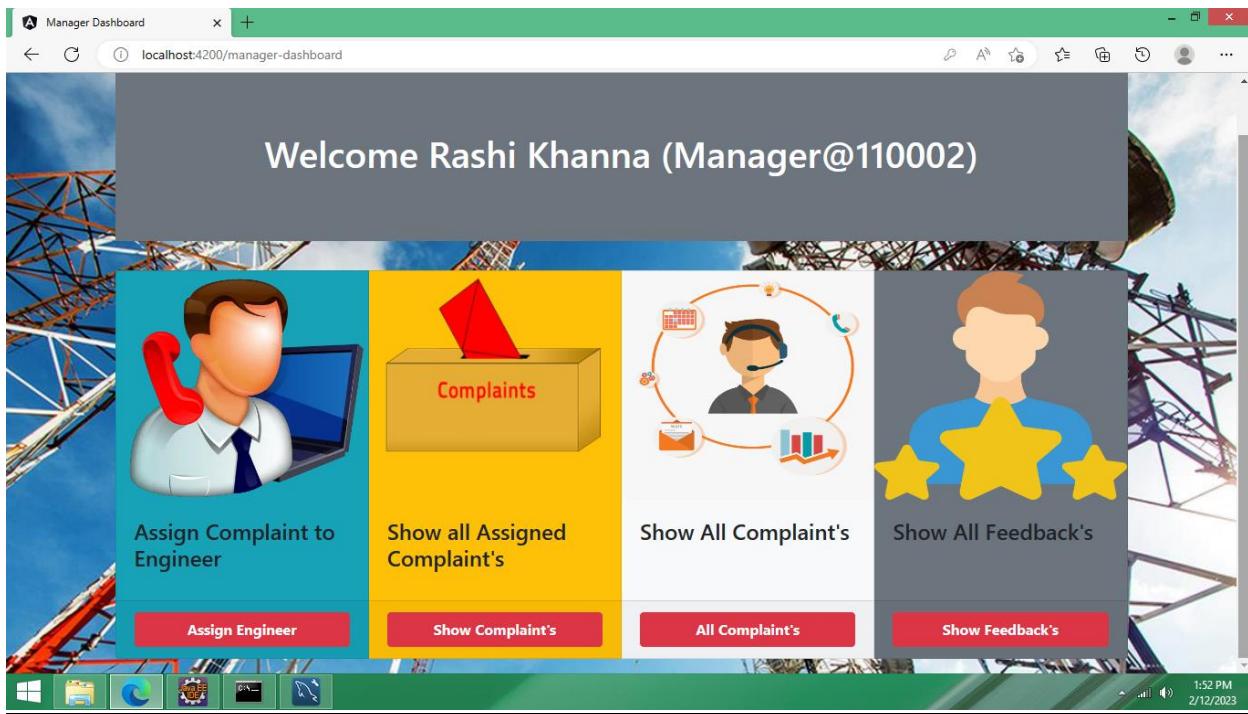
22. From customer dashboard, click on Show Complaint's:



23. Manager Login:



24. Manager Dashboard:



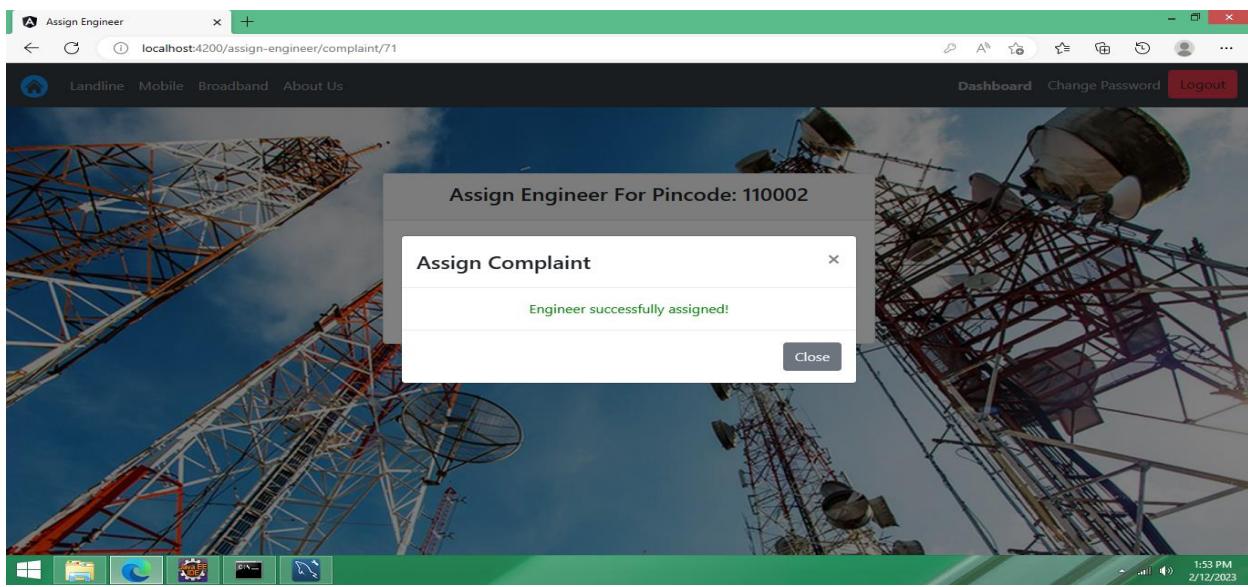
25. On clicking Assign Engineer:

A screenshot of a web browser window titled "Unassigned Complaints". The URL is "localhost:4200/complaints/unassigned". The page displays a table of unassigned complaints. One row is highlighted for a customer named Ayush Soni, with the email "customer14_110002@abc.com". The "Action" column for this row contains a blue button labeled "Assign Engineer". The background of the page shows a photograph of several tall telecommunications towers against a blue sky.

Date	Complaint	Customer Name	Username	Current Address	Pincode	Contact	Status	Remark	Action
Feb 12, 2023	Unable to make a call	Ayush Soni	customer14_110002@abc.com	5114, 4th Cross Road, Icon Residence, Ajmeri Gate Extn., New Delhi.	110002	7898564585	RAISED	Ticket Raised.	<button>Assign Engineer</button>

Assigning Engineer:

A screenshot of a web browser window titled "Assign Engineer". The URL is "localhost:4200/assign-engineer/complaint/71". The page features a large photograph of telecommunications towers. A modal dialog box is open, titled "Assign Engineer For Pincode: 110002". Inside the dialog, there is a heading "Select Engineer" and a dropdown menu containing five options: "Engineer-1@110005", "Engineer-1@110002", "Engineer-1@110004", "Engineer-1@110006", and "Engineer-1@110008". The Windows taskbar at the bottom of the screen shows various pinned icons.



26. On clicking Show Assigned Complaints from dashboard:

S.No.	Complaint Id	Date	Assigned Engineer	Complaint	Remark	Customer Name	Username	Current Address	Pincode	Contact
1	71	Feb 12, 2023	Engineer-1@110002	Unable to make a call	Assigned to Engineer	Ayush Soni	customer14_110002@abc.com	5114, 4th Cross Road, Icon Residence, Ajmeri Gate Extn., New Delhi.	110002	7898567890

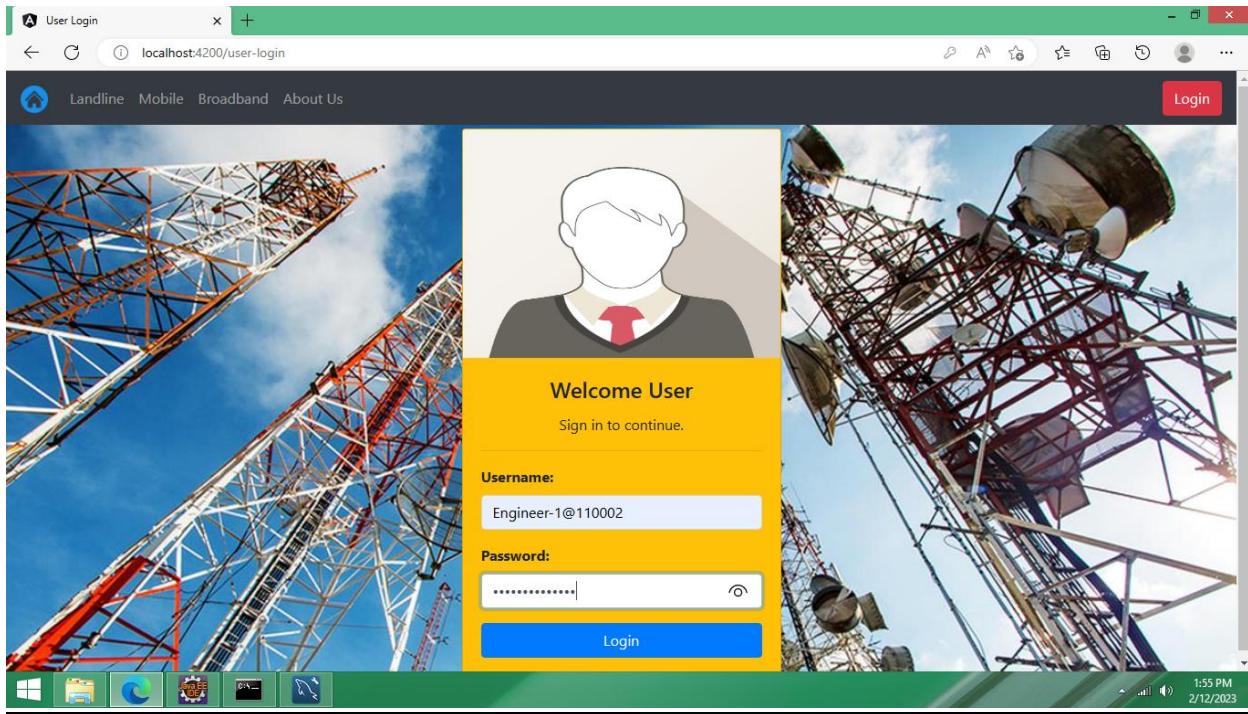
27. On clicking Show All Complaints from dashboard:

S.No.	Complaint Id	Date	Assigned Engineer	Complaint	Remark	Customer Name	Username	Current Address	Pincode	Contact No.
1	36	Feb 8, 2023	Engineer-1@110005	Unable to make a call	Reassigned to field workers.	Animesh Chatterjee	customer16_110005@abc.com	5114, 4th Cross Road, City Residence, New Delhi.	110005	626
2	37	Feb 8, 2023	Engineer-1@110005	Unable to receive a call	Complaint is resolved.	Animesh Chatterjee	customer16_110005@abc.com	5114, 4th Cross Road, City Residence, New Delhi.	110005	626
3	38	Feb 8, 2023	Engineer-1@110005	Noisy voice	Complaint is closed	Animesh Chatterjee	customer16_110005@abc.com	5114, 4th Cross Road, City Residence, New Delhi.	110005	626
4	43	Feb 11, 2023	Engineer-1@110005	Unable to make a call	Complaint is resolved.	Animesh Chatterjee	customer16_110005@abc.com	5114, 4th Cross Road, City Residence, New Delhi.	110005	626
5	45	Feb 11, 2023	Engineer-1@110005	Slow broadband speed	Complaint is resolved.	Animesh Chatterjee	customer16_110005@abc.com	5114, 4th Cross Road, City Residence, New Delhi.	110005	626
6	47	Feb 11, 2023	Engineer-1@110005	No signal	Complaint is resolved.	Anupam Jain	customer14_110005@abc.com	2119, 1st Cross Road, Icon Apartments, New Delhi.	110005	626
7	71	Feb 12, 2023	Engineer-1@110002	Unable to make a call	Assigned to Engineer	Ayush Soni	customer14_110002@abc.com	5114, 4th Cross Road, Icon Residence, Ajmeri Gate Extn, New Delhi.	110002	789

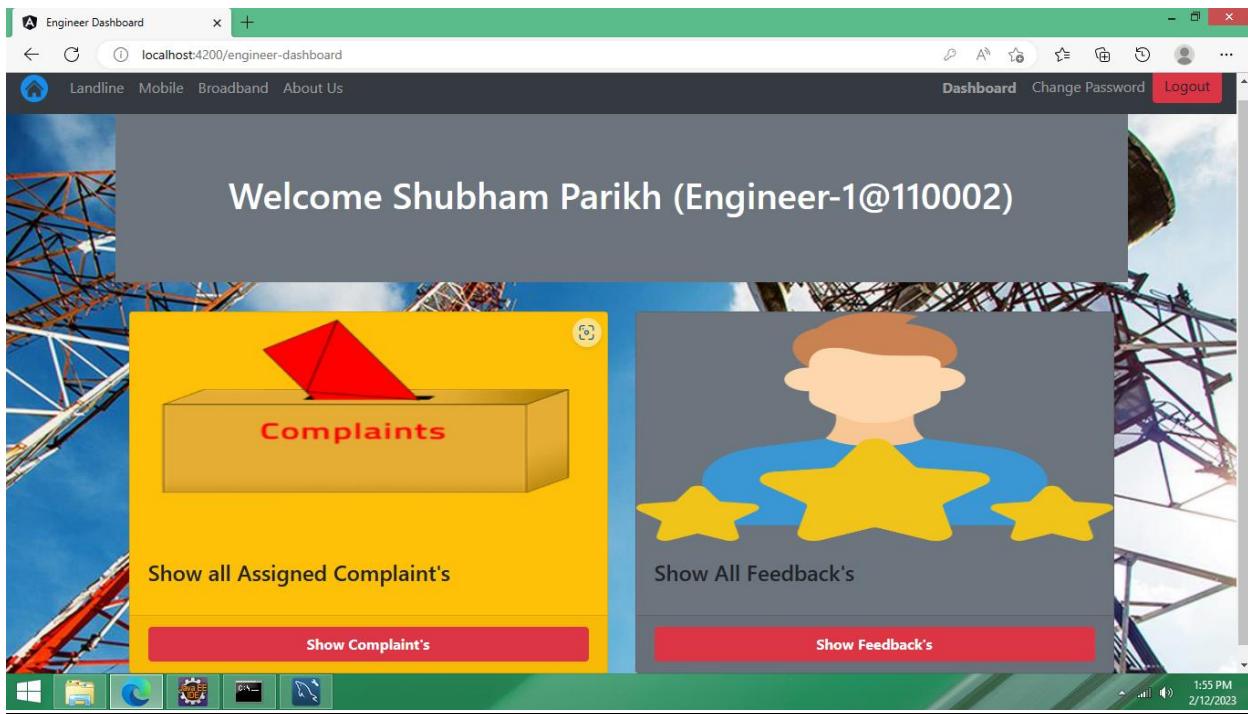
28. On clicking Show Feedback's from dashboard:

S.No.	Feedback Id	Complaint Id	Username	Complaint	Feedback
1	40	38	customer16_110005@abc.com	Noisy voice	Good customer service.
2	41	36	customer16_110005@abc.com	Unable to make a call	Thanks for resolving my issue.
3	42	37	customer16_110005@abc.com	Unable to receive a call	I am satisfied with your complaint redressal system.
4	44	43	customer16_110005@abc.com	Unable to make a call	Please improve your network connection.
5	46	45	customer16_110005@abc.com	Slow broadband speed	Thanks for resolving my issue.
6	48	47	customer14_110005@abc.com	No signal	Good Service.

29. Engineer Login:



30. Engineer Dashboard:



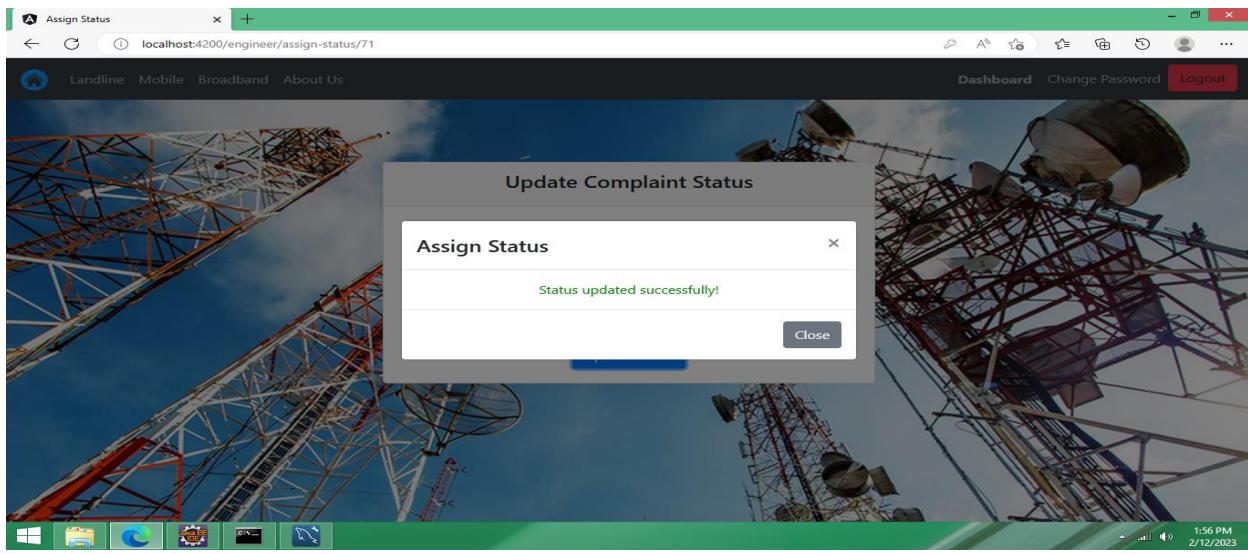
31. On clicking Show Assigned Complaints and then Assign Status:

This screenshot shows a table titled "All Assigned Complaints" with one row of data. The columns are: S.No., Complaint Id, Date, Assigned Engineer, Complaint, Remark, Customer Name, Username, Current Address, Pincode, Contact, and Action. The data in the first row is as follows:

S.No.	Complaint Id	Date	Assigned Engineer	Complaint	Remark	Customer Name	Username	Current Address	Pincode	Contact	Action
1	71	Feb 12, 2023	Engineer-1@110002	Unable to make a call	Assigned to Engineer	Ayush Soni	customer14_110002@abc.com	5114, 4th Cross Road, Icon Residence, Ajmeri Gate Extn., New Delhi.	110002	7898564585	View Details

This screenshot shows the same "All Assigned Complaints" table, but the "Action" column for the first row now contains a blue button labeled "Assign Status". The rest of the table and background are identical to the previous screenshot.

This screenshot shows a modal dialog box titled "Update Complaint Status". It contains two input fields: "Select Status:" with a dropdown menu showing "WIP" selected, and "Remark:" with a text input field containing "Work in progress.". A blue "Update Status" button is at the bottom right of the dialog.



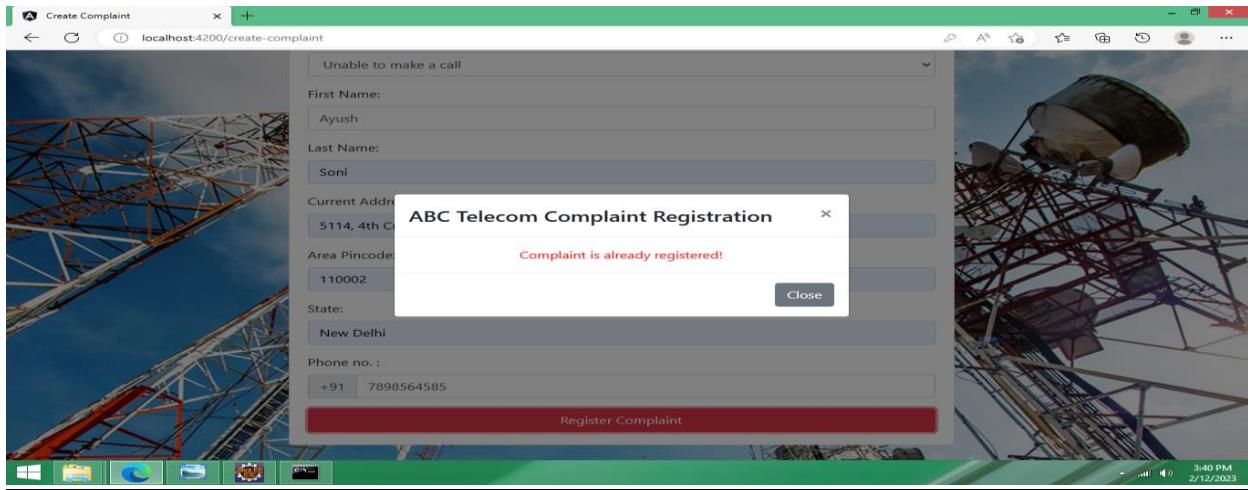
32. Customer login and click on Show Complaints:



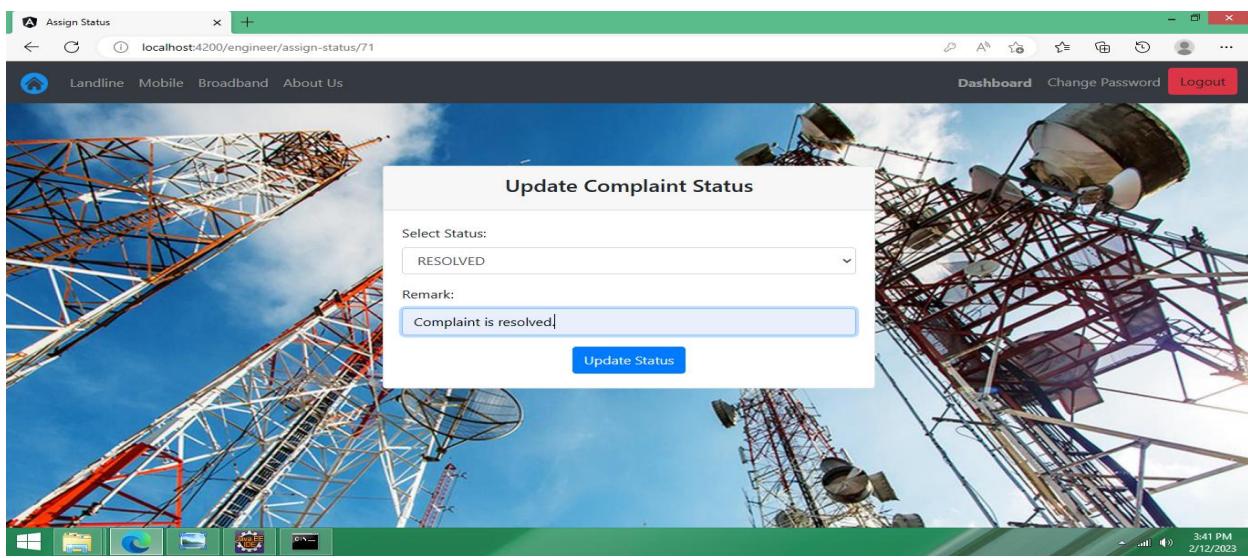
If Customer again Register a complaint on same issue if not resolved or work in progress:



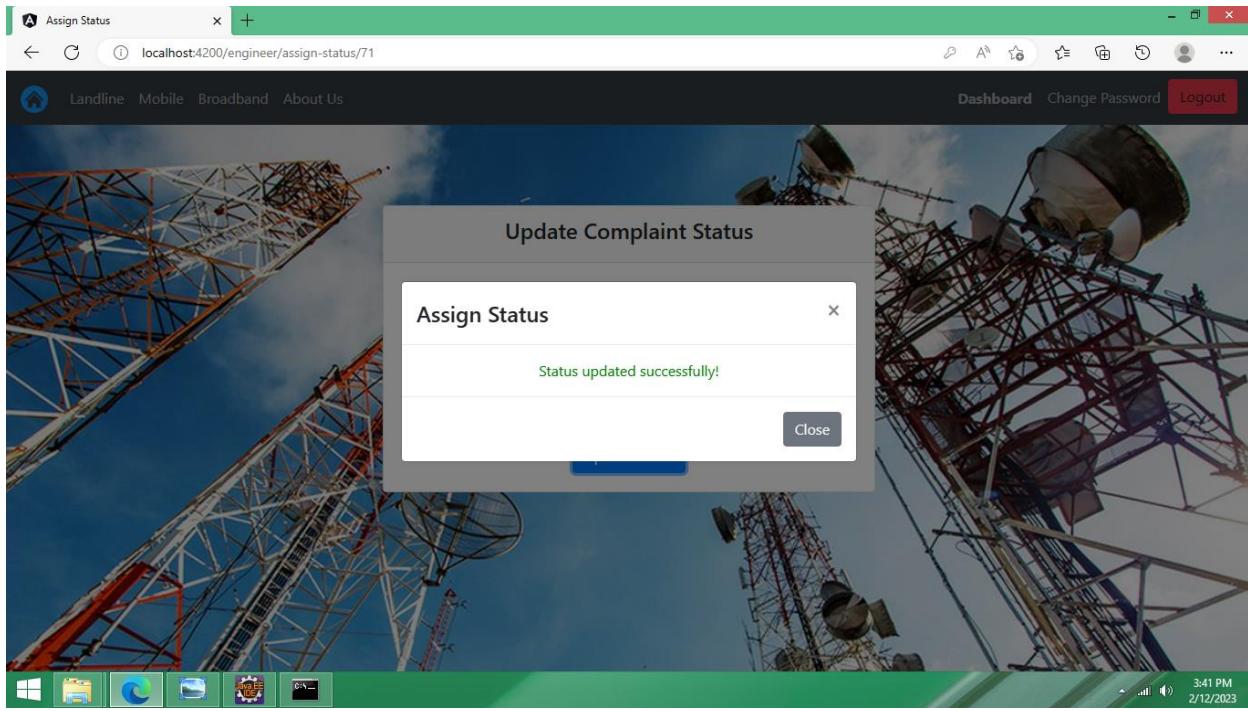
Complaint is already registered:



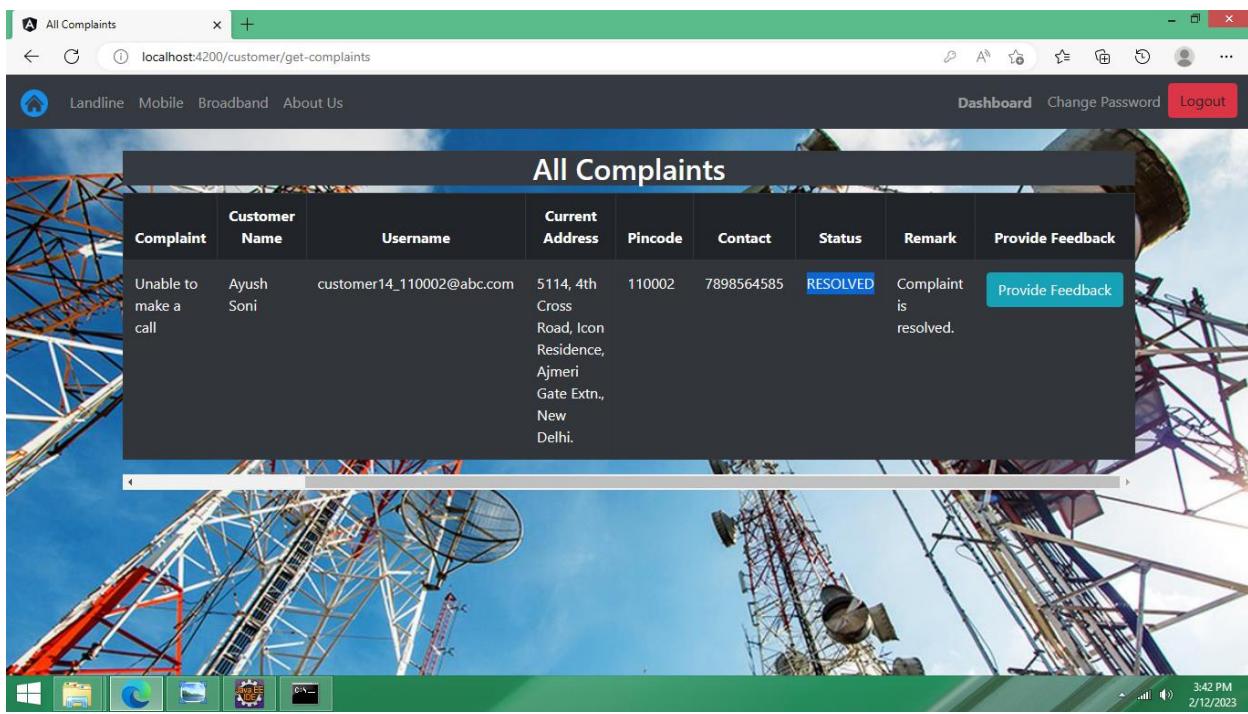
33. Again Engineer Login and Assign a new status:



Status assigned:



34. Customer login and see the new status of complaint:



35. Provide feedback for Resolved or Escalated Complaints:

