Complaint Resolution

## Requirements:

## App:

# UR-001: Submit complaint

Description: User select type of complaint. and enter comments or notes related that complaint.

and click on submit the complaint.

# UR-002: View Complaints

Description: User view all the types of complaints and can mark any complaint that is In-Process as "Resolved".

# UR-003: One-Time Registration of flat device

Description: User fills the device no. and searches flat details associated with device. User confirms

the flat details. System submits registration request.

# UR-004: Messaging to other members and Admin

Description: User can send message to other members and Admin.

## Admin Panel:

# UR-005: Login

Description: In this section login credentials are verified

# UR-006: Add society details

Description: In this section admin can add society details viz.: Building No., Floors on Each Building, Flats on each floor and flat start no. for each floor, etc.

# UR-007: Link Device to a flat

Description: In this section admin will link a device no. to a flat

# UR-008: Check Active Devices within the society

Description: In this section admin can check active devices linked with the society

# UR-009: View complaints raised

Description: The admin can view raised complaints from society members.

# UR-010: Search Complaints

Description: Search Complaints on the basis of date, complaint category, member name and flat number.

# UR-011: Process complaints

Description: Process the raised complaints so society authorize can take action on it. Admin can add complaint resolution time, assign a vendor, etc

# UR-012: Messages

Description: In this section communications can take place between members and society admin. Admin can send messages to society members and receive messages from society members.

# UR-013: Notifications

Description: Admin can receive notifications such as new messages or new complaints.

# UR-014: Add Vendors

Description: Admin can add new vendors to the society.

# UR-015: Update Vendor Details

Description: Admin can update existing vendor details.

# UR-016: View Vendor Details

Description: Admin can view any vendors basic details

# UR-017: View All Registered Vendors

Description: Admin can view all registered vendors details.

# UR-018: Update Society Details

Description: Admin can update Society details.

## Context Diagram

VDP

Society Admin System

System

Complaint Resolution Application

Output

Process

Input

Vendors

# figure1: Context Diagram

## Functional Decomposition

# Complaint Management:

Application

Process complaint

Review Complaint

Submit Complaint

ghj

Review For Legitimacy

# figure2: Complaint Management Diagram

# 2. Messaging Chart:

Application

Send Message To Admin

Send Message To Member

Delete Message Threads

View Message Threads

Receive Message

Send Message

Search Member

# figure2: Messaging Chart Diagram

## Use-Cases:

## App:

**UC-001**

Use Case: One-Time Registration of flat device

Actor: Member

Description: Describes the device registration process

# Ideal Flow:

User fills the device no. and searches flat details associated with device no.

User confirms the flat details associated with device installed in the flat.

System submits registration request.

# Exceptions:

User fills the device no. and searches flat details associated with device.

User rejects the flat registration details associated with device installed in the flat.

# Pre-condition:

User has been routed to mobile application's One-Time Registration screen.

# Post-condition:

User receive success message.

# Assumptions:

None

**UC-002**

Use Case: Submit Complaint

Actor: Member

Description: Describes the process to submit a complaint

# Ideal Flow:

User selects the complaint category.

Based on the complaint category, the pre-defined complaint templates are shown to user.

User then selects from the pre-defined complaint templates.

User submits the complaint.

# Exceptions:

None

# Pre-condition:

User has been routed to mobile application's submit complaint screen by clicking on "Raise complaint" button on Complaint details screen.

# Post-condition:

User is redirected to complaint details screen to see all the complaints lodged by him/her with success message.

# Assumptions:

None

**UC-003**

Use Case: View all Complaints

Actor: Member

Description: User can view all complaints lodged by him/her.

# Ideal Flow:

User views all types of complaints with the details of their resolution time, current status and assignment details, etc.

# Exceptions:

None

# Pre-condition:

User has been routed to mobile application’s View all Complaints screen.

# Post-condition:

View all Complaints Successfully

# Assumptions:

None

**UC-004**

Use Case: Mark Complaint as resolved

Actor: Member

Description: Describe process to mark complaint as resolved

# Ideal Flow:

User searches the raised complaints that are not resolved yet.

User clicks on resolve complaint button.

User is shown a pop-up asking "Are you sure you want to mark this complaint as resolved?".

User clicks on "Ok" button and marks the complaint as resolved.

Exceptions:

User searches the raised complaints that are not resolved yet.

User clicks on resolve complaint button.

User is shown a pop-up asking "Are you sure you want to mark this complaint as resolved?".

User clicks on "Cancel" button.

# Pre-condition:

User has been routed to mobile application’s View all Complaints screen.

# Post-condition:

Success Message.

# Assumptions:

None

**UC-005**

Use Case: Message to society admin

Actor: Member

Description: Describes process to sending a message to society admin

# Ideal Flow:

User click on "send message" button on screen.

Then enter message in text box.

Then click on send message button to send message to admin.

# Exceptions:

None

# Pre-condition:

User has been routed to mobile application’s Message screen.

# Post-condition:

Message sent to admin successfully

# Assumptions:

None

**UC-006**

Use Case: Message to end-users from same society

Actor: Member

Description: Describe Process about message to end-users from society

# Ideal Flow:

If user wants to initialize a new chat

Then click on "search button" to search a end user,

User selects the end user from search list.

Then click on send message button to send message to end user.

If user wants to chat with existing user, then select user from message thread, then send

message

# Exceptions:

None

# Pre-condition:

User has been routed to mobile application’s Message screen.

# Post-condition:

Message sent to end-users successfully and user is shown the chat details with the end-user.

# Assumptions:

None

**UC-007**

Use Case: View messages threads

Actor: Member

Description: User can view all messages send by him/her.

# Ideal Flow:

User can view all the messages threads.

Then user clicks on particular message thread to view .

# Exceptions:

None

# Pre-condition:

User has been routed to mobile application's message screen.

# Post-condition:

View messages threads

# Assumptions:

None

**UC-008**

Use Case: View Individual message thread

Actor: Member

Description: Describe process to view Individual message thread

# Ideal Flow:

User select the Individual message thread from messages.

User can view all messages take place between particular society member or society admin.

# Exceptions:

None

# Pre-condition:

User has been routed to mobile application’s Message screen.

# Post-condition:

View Individual message thread

# Assumptions:

None

**UC-009**

Use Case: Delete an individual message thread

Actor: Member

Description: Delete an individual message thread send by him/her.

# Ideal Flow:

User can select the individual message from message thread.

Then long press on same message to remove message from message thread.

User is shown a pop-up asking "Are you sure you want to delete message?".

User clicks on "Ok" button and delete the message.

# Exceptions:

User can select the individual message from message thread.

Then long press on same message to remove message from message thread.

User is shown a pop-up asking "Are you sure you want to delete message?".

User clicks on "Cancel" button.

# Pre-condition:

User has been routed to mobile application’s message screen.

# Post-condition:

Individual message thread deleted successfully

# Assumptions:

None

**UC-010**

Use Case: Delete a message in an individual message thread

Actor: Member

Description: Describe process to delete a message in an individual message thread

# Ideal Flow:

User can select the individual message thread from messages to delete.

Then long press on message to remove message in an individual message thread.

User is shown a pop-up asking "Are you sure you want to delete message?".

User clicks on "Ok" button and delete the message.

# Exceptions:

User can select the individual message thread from messages to delete.

Then long press on message to remove message in an individual message thread.

User is shown a pop-up asking "Are you sure you want to delete message?".

User clicks on "cancel" button.

# Pre-condition:

User has been routed to mobile application’s message screen.

# Post-condition:

Remove message thread successfully

# Assumptions:

None