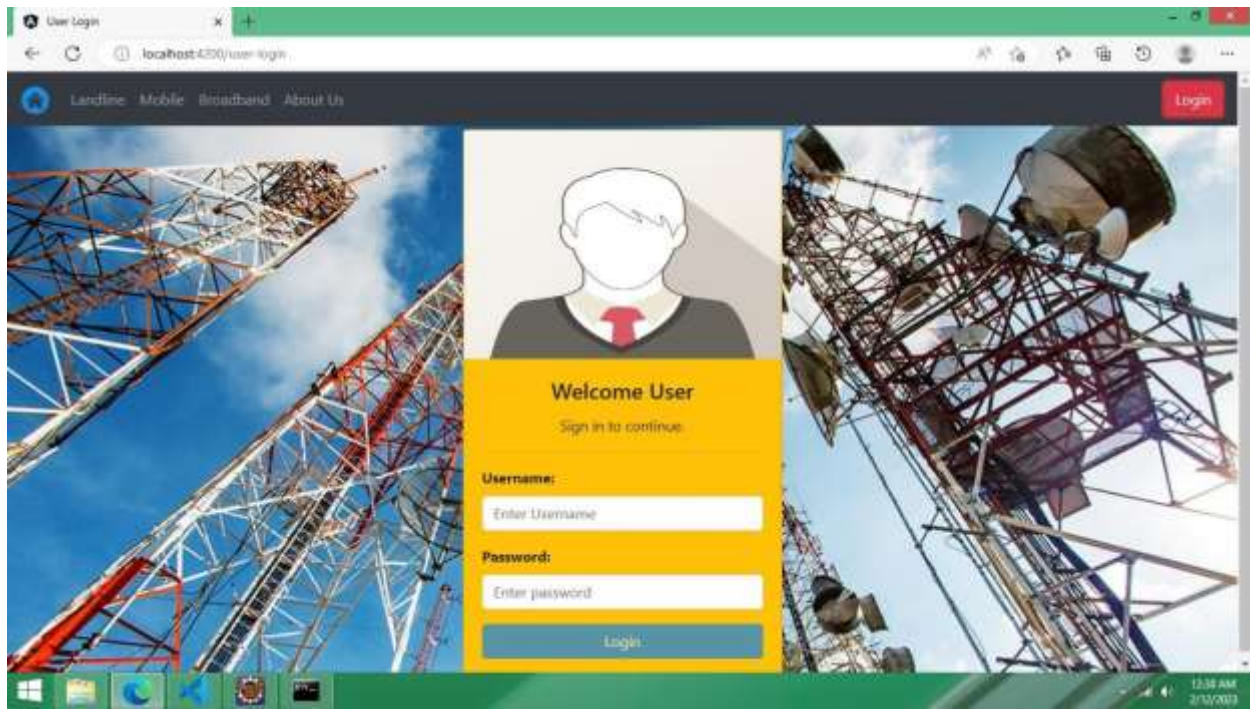


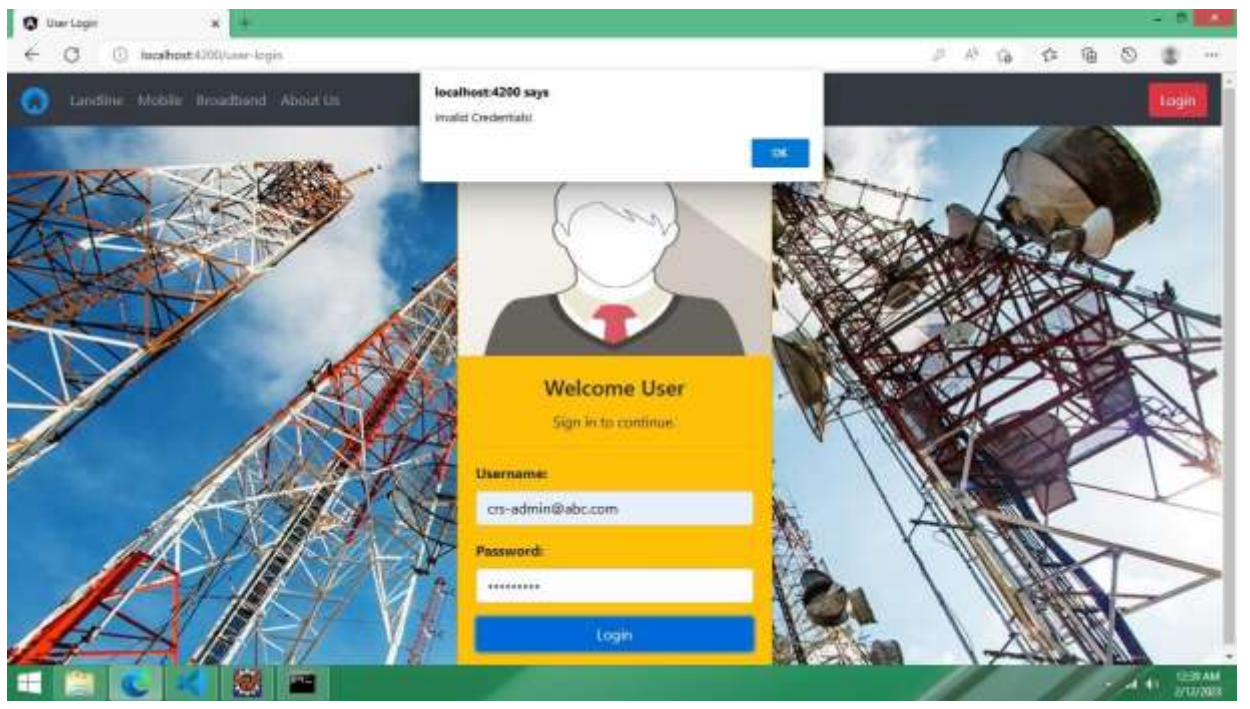
1. Complaint Redressal System HomePage:



2. On Clicking Login:



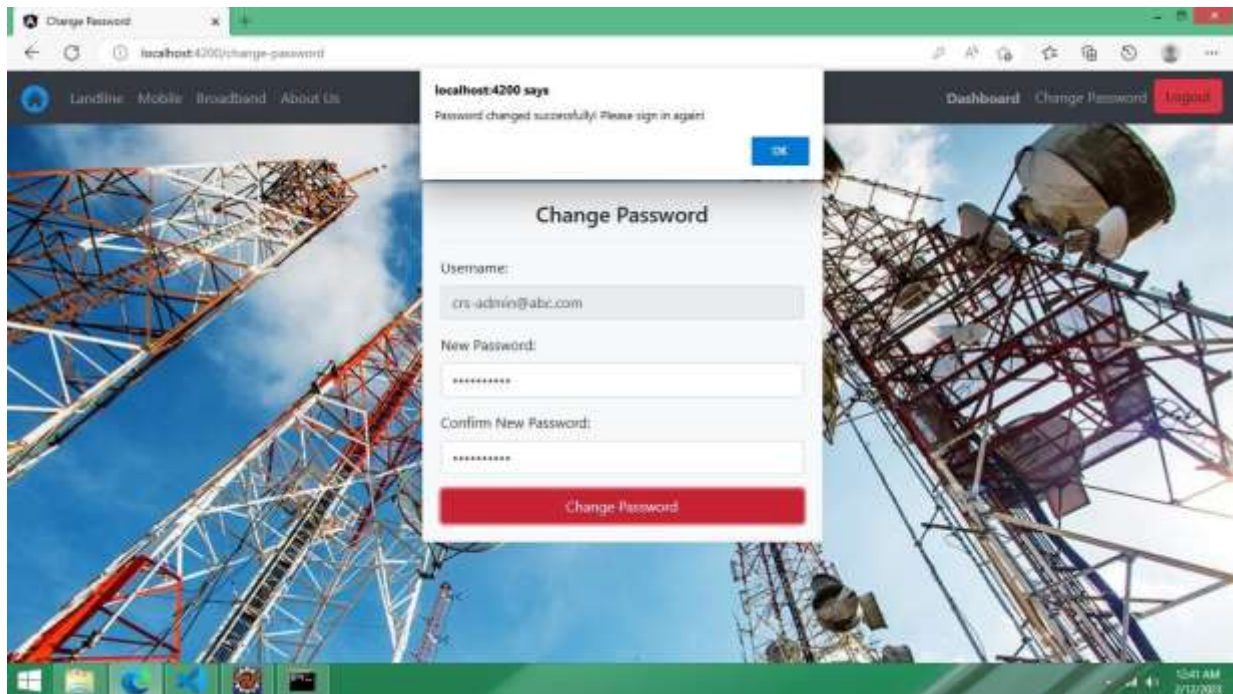
3. On giving wrong admin credentials:



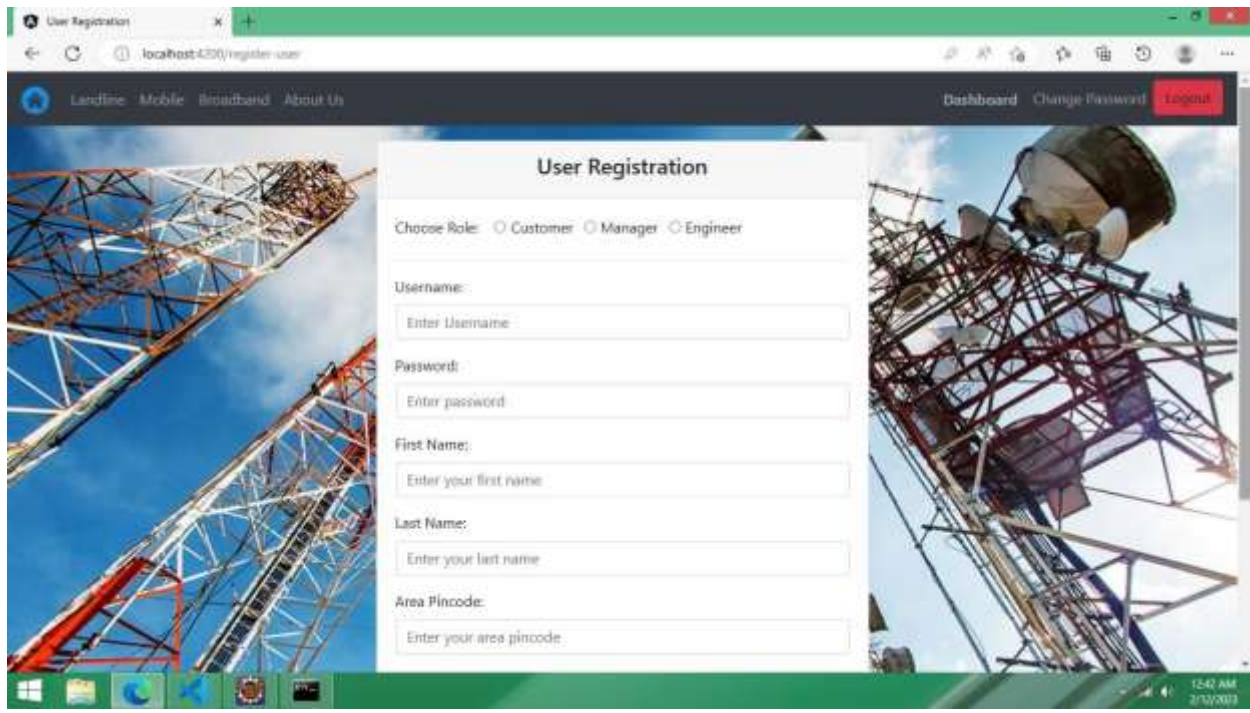
4.Admin Dashboard after giving right credentials



5. On clicking ChangePassword and changing the password:



6. From Admin Dashboard on click Create User:



The screenshot shows a web browser window with the URL `localhost:4200/register-user`. The page has a green header with navigation links: "Landline", "Mobile", "Broadband", and "About Us". On the right side of the header, there are links for "Dashboard", "Change Password", and a red "Logout" button. The main content area features a "User Registration" form. The form includes a "Choose Role:" section with three radio buttons: "Customer", "Manager", and "Engineer". Below this are input fields for "Username:", "Password:", "First Name:", "Last Name:", and "Area Pincode:". The background of the page is a collage of images showing telecommunications infrastructure, including cell towers and satellite dishes. The Windows taskbar is visible at the bottom of the browser window.

User Registration

Choose Role: ☐ Customer ☐ Manager ☐ Engineer

Username:
Enter Username

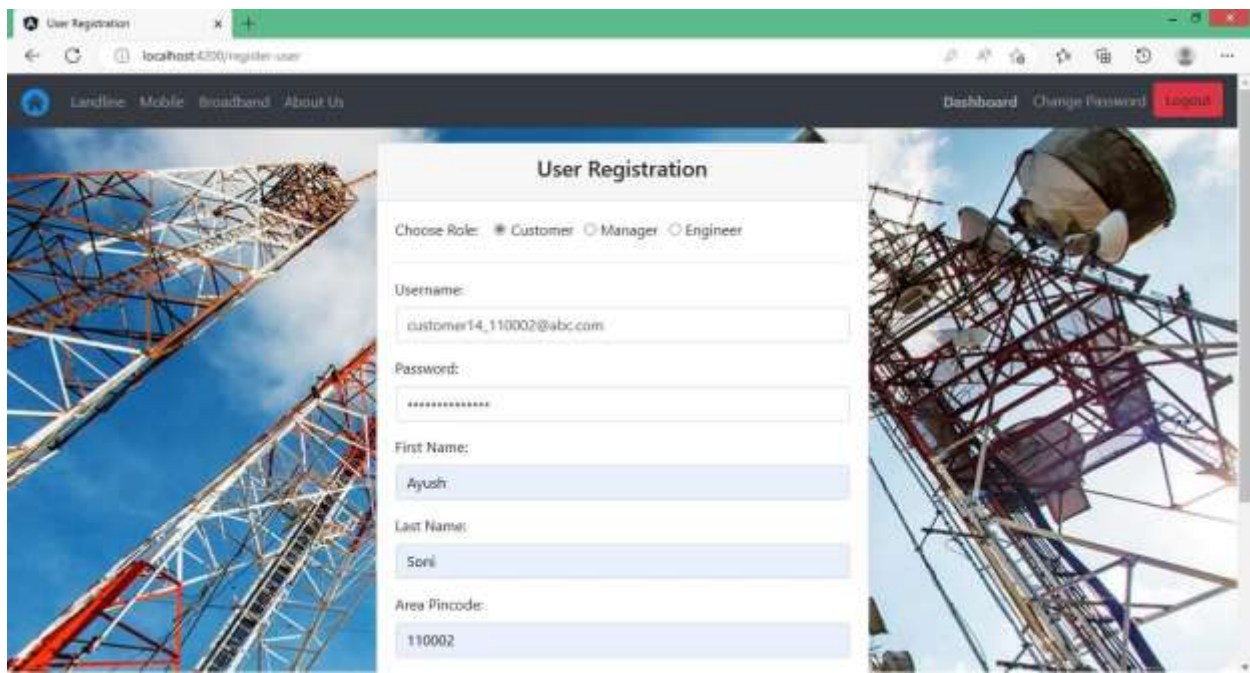
Password:
Enter password

First Name:
Enter your first name

Last Name:
Enter your last name

Area Pincode:
Enter your area pincode

7. Creating a Customer User:



This screenshot shows the same "User Registration" form as in the previous image, but with the "Customer" role selected and the input fields filled out. The "Choose Role:" section now has the "Customer" radio button selected. The "Username:" field contains the email address `customer14_110002@abc.com`. The "Password:" field is filled with a series of dots. The "First Name:" field contains the text "Ayush", the "Last Name:" field contains "Soni", and the "Area Pincode:" field contains "110002". The rest of the page layout, including the header, navigation links, and background images, remains the same.

User Registration

Choose Role: ☒ Customer ☐ Manager ☐ Engineer

Username:
customer14_110002@abc.com

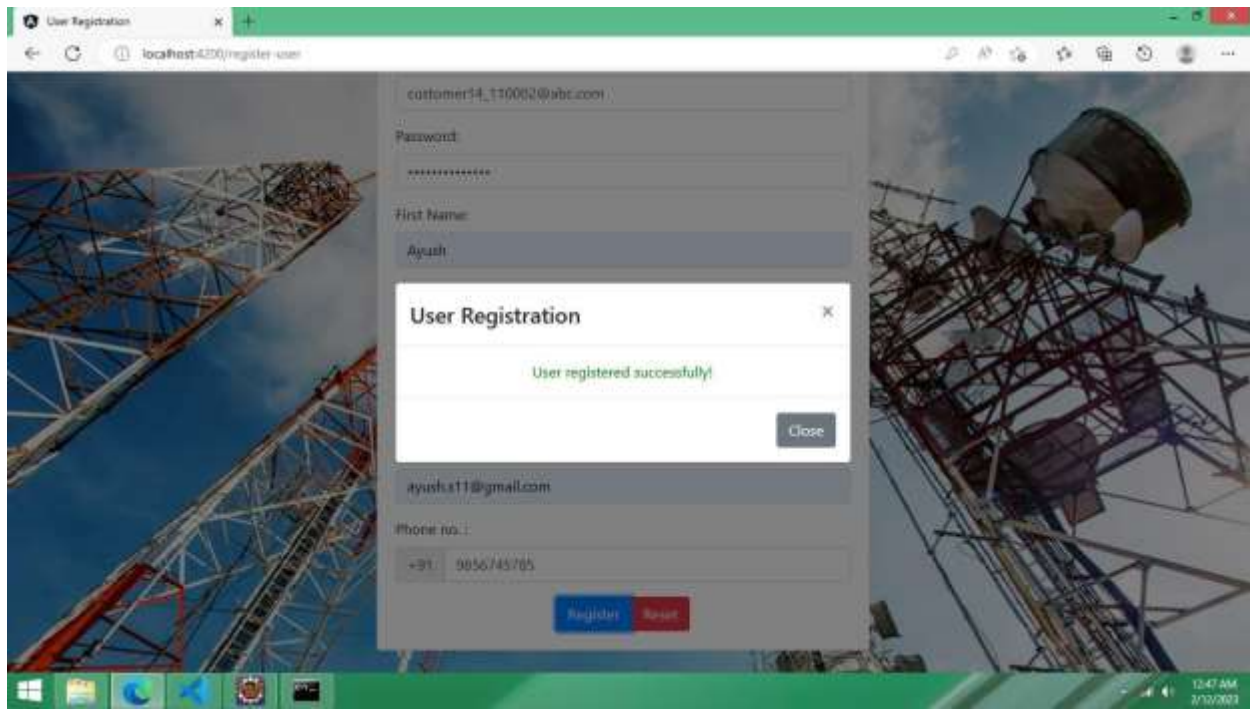
Password:

First Name:
Ayush

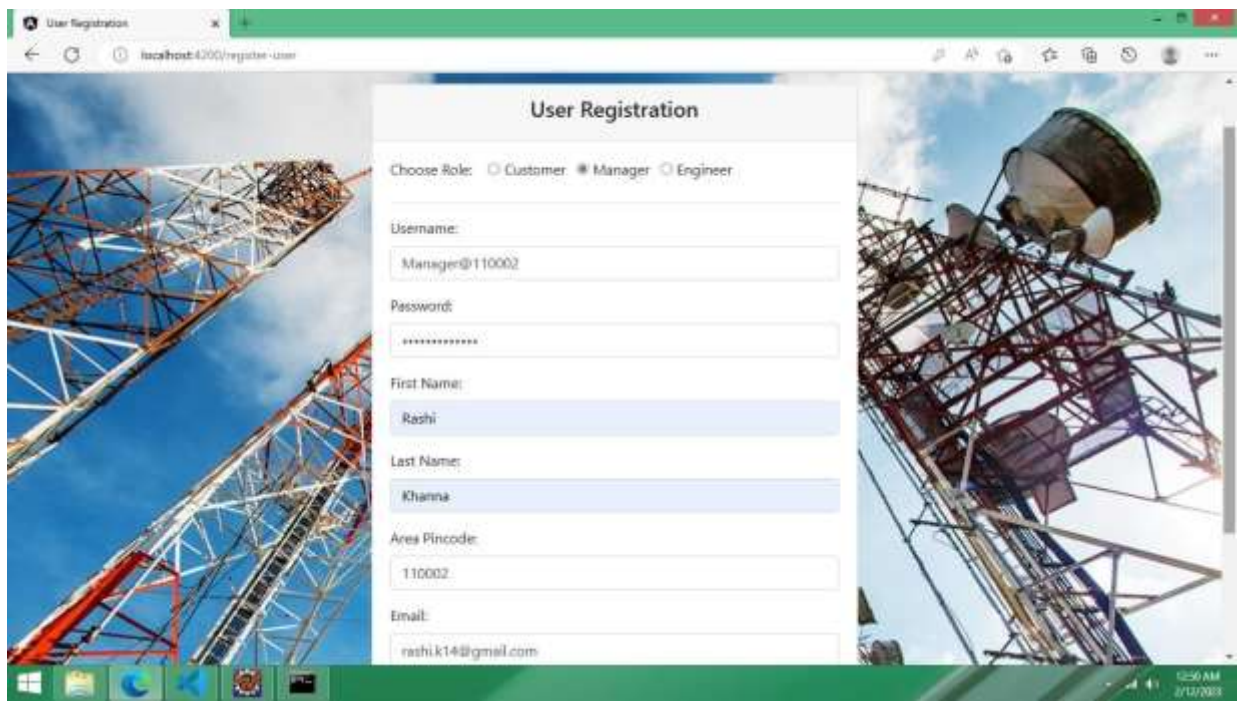
Last Name:
Soni

Area Pincode:
110002

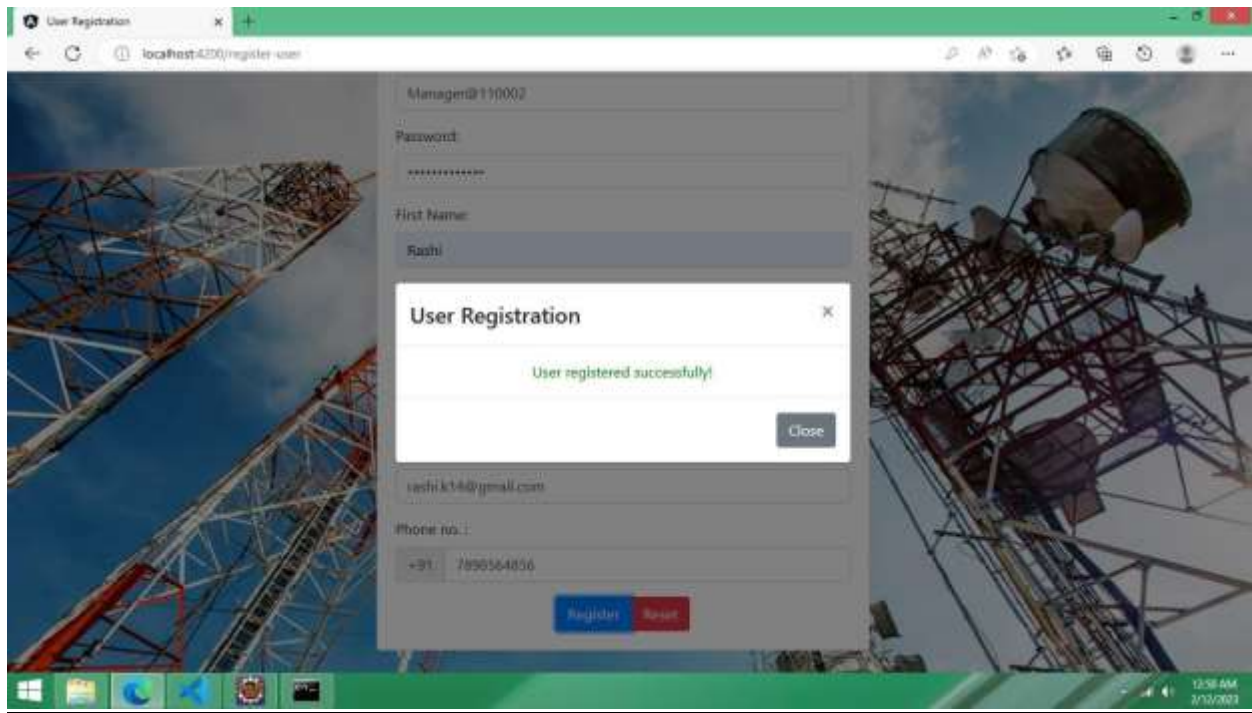
8. On clicking Register after entering details:



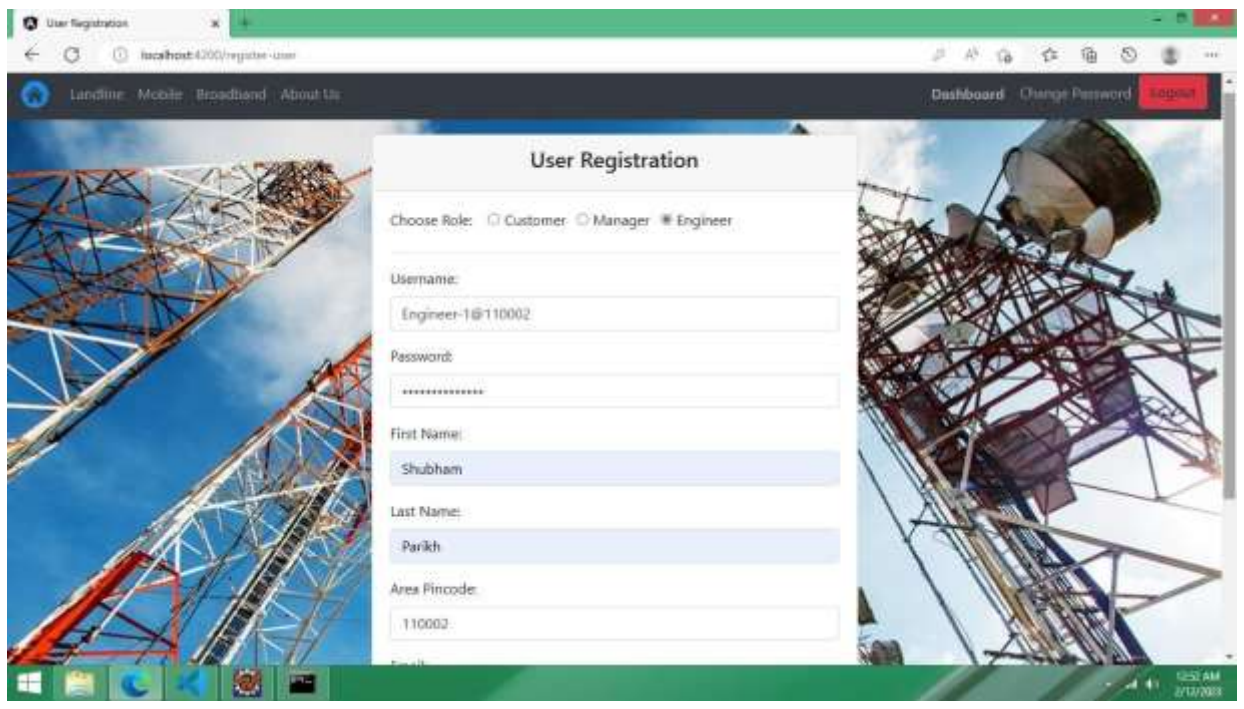
9. Creating a Manager User:

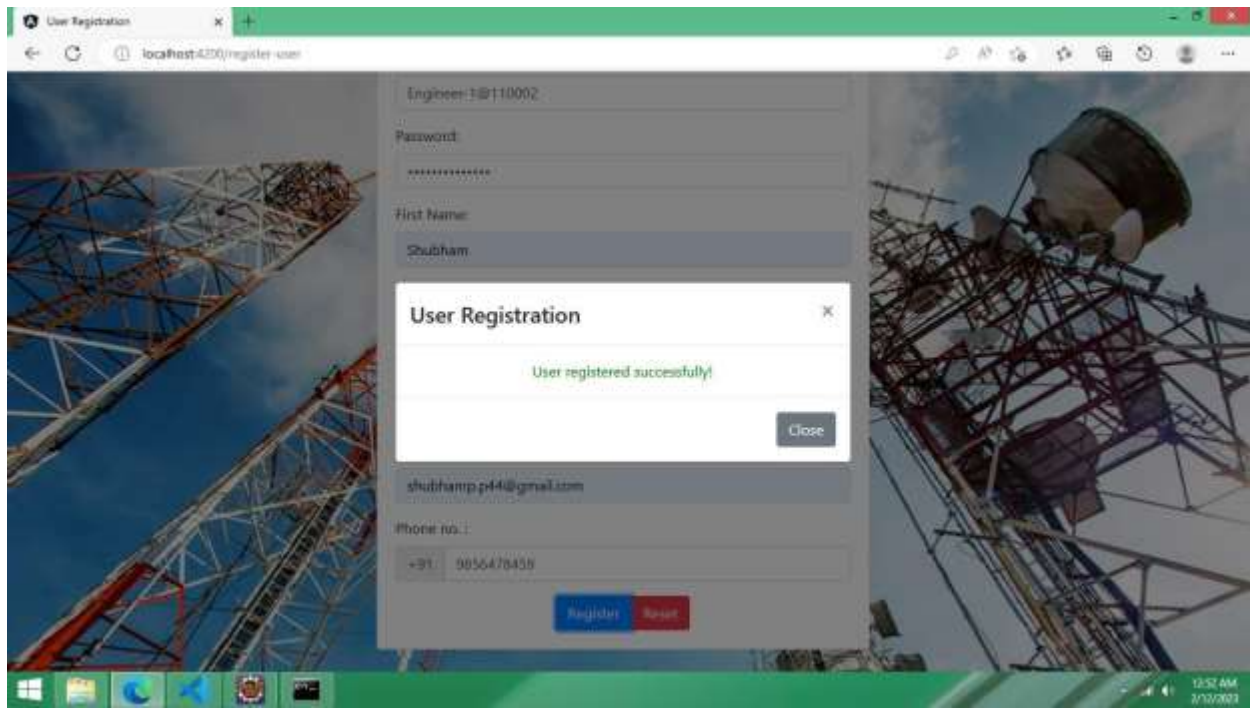


10. On clicking register:

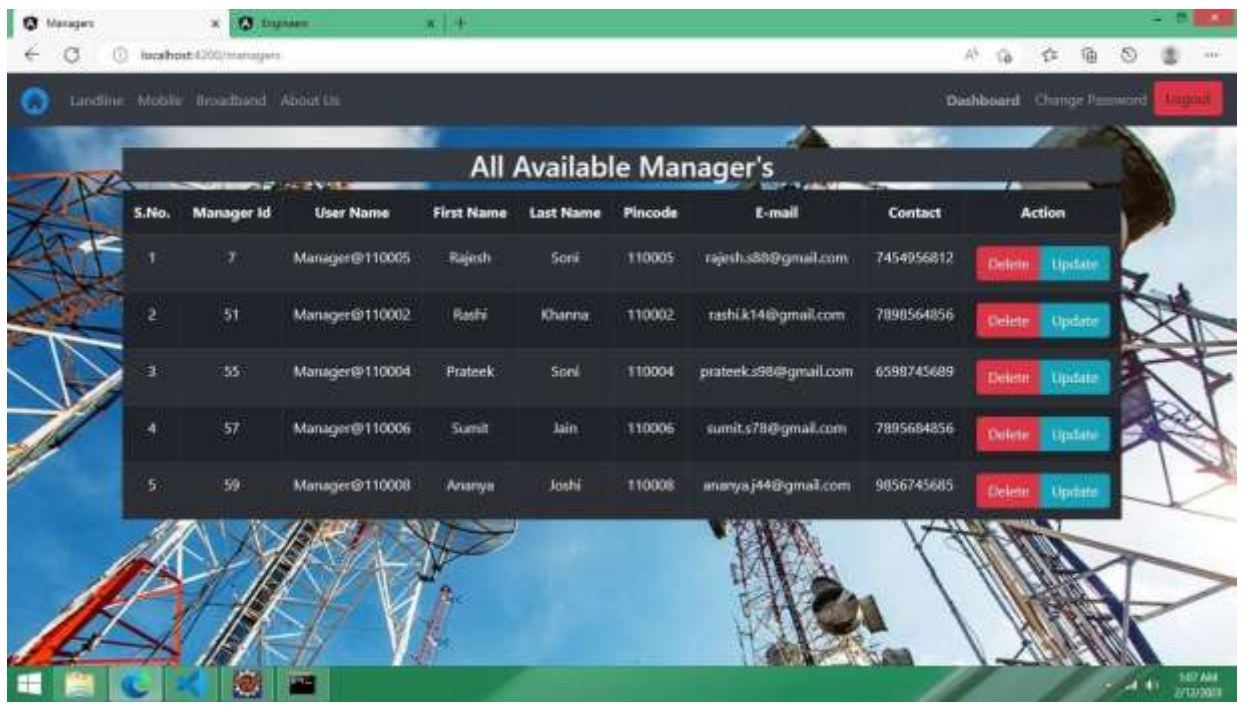


11. Creating a Engineer User and clicking register:





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



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	7895436858	Delete Update
2	15	customer16_110005@abc.com	Animesh	Chatterjee	110005	animesh.cd4@gmail.com	6265859905	Delete Update
3	49	customer14_110002@abc.com	Ayush	Soni	110002	ayush.s11@gmail.com	9856745785	Delete Update
4	67	customer8_110004@abc.com	Aditi	Trivedi	110004	aditi.179@gmail.com	9857484564	Delete Update

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	Delete Update
2	53	Engineer-1@110002	Shubham	Parikh	110002	shubhamp.p44@gmail.com	9856479459	Delete Update
3	61	Engineer-1@110004	Aditya	Dwivedi	110004	aditya.d96@gmail.com	7485956847	Delete Update
4	63	Engineer-1@110006	Mitali	Desgupta	110006	mitali.d76@gmail.com	6598745865	Delete Update
5	65	Engineer-1@110008	Vineeta	Singh	110008	vinis88@gmail.com	7895684839	Delete Update

14. From Manager's, on click Update:

Update User

First Name:

Last Name:

Area Pincode:

Email:

Phone no. :

Updating phone number and clicking Update User:

Update User

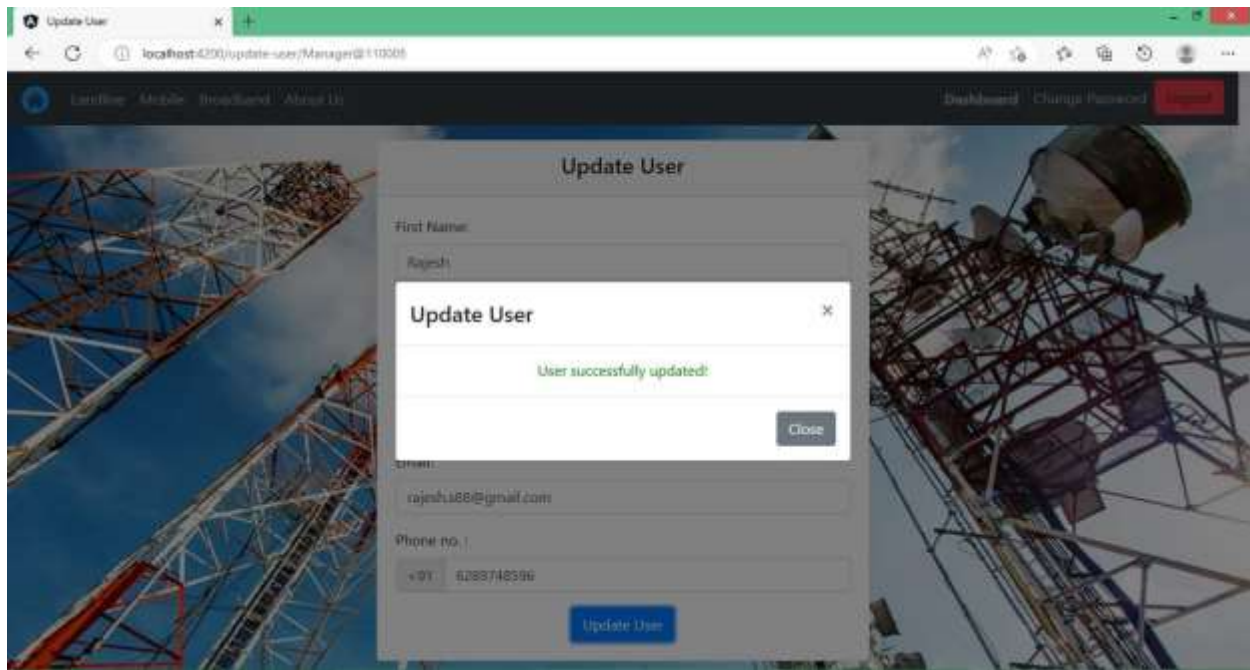
First Name:

Last Name:

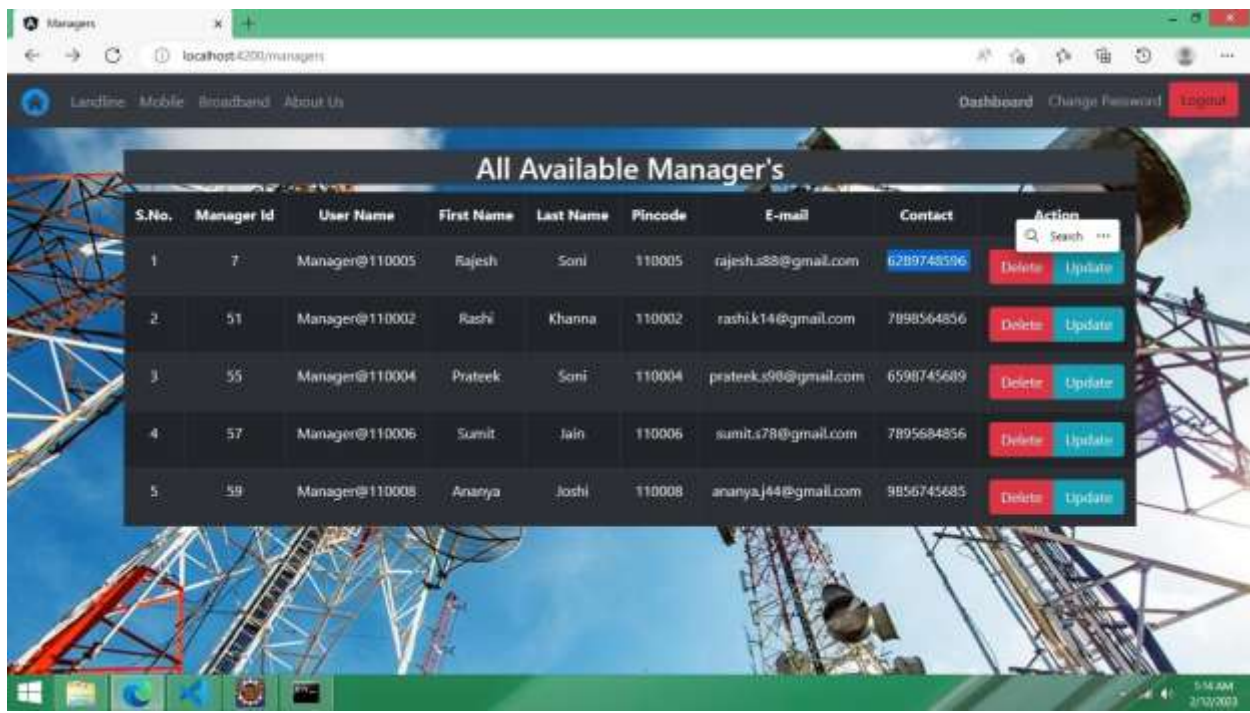
Area Pincode:

Email:

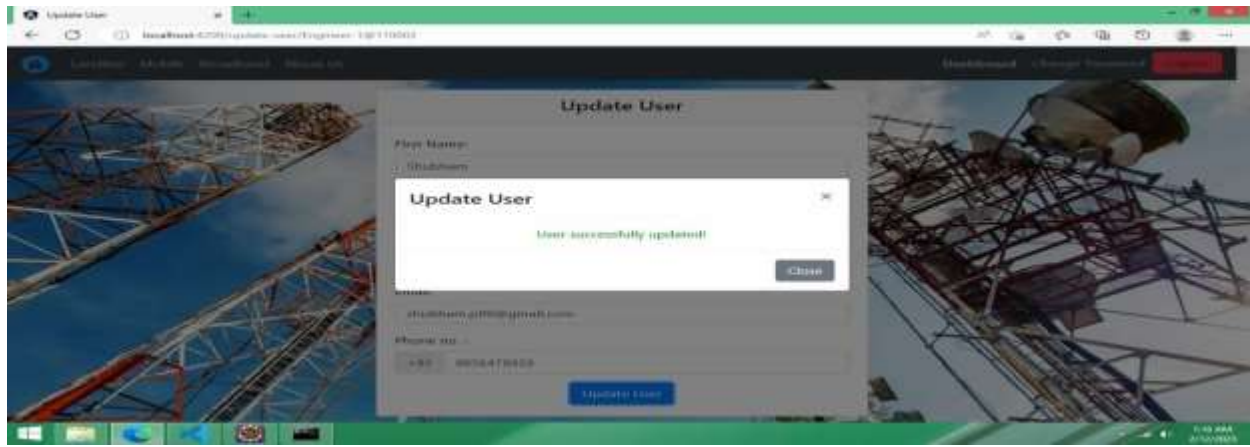
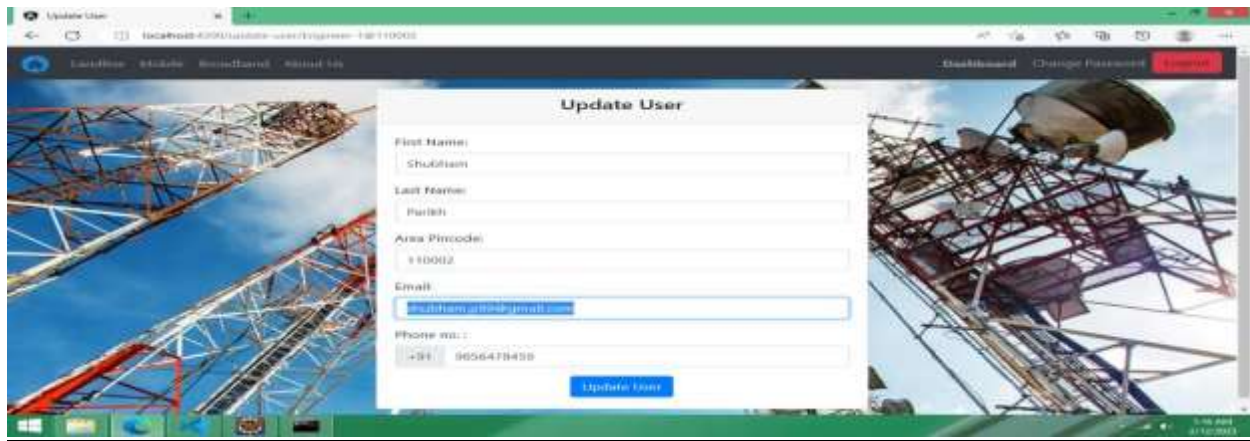
Phone no. :



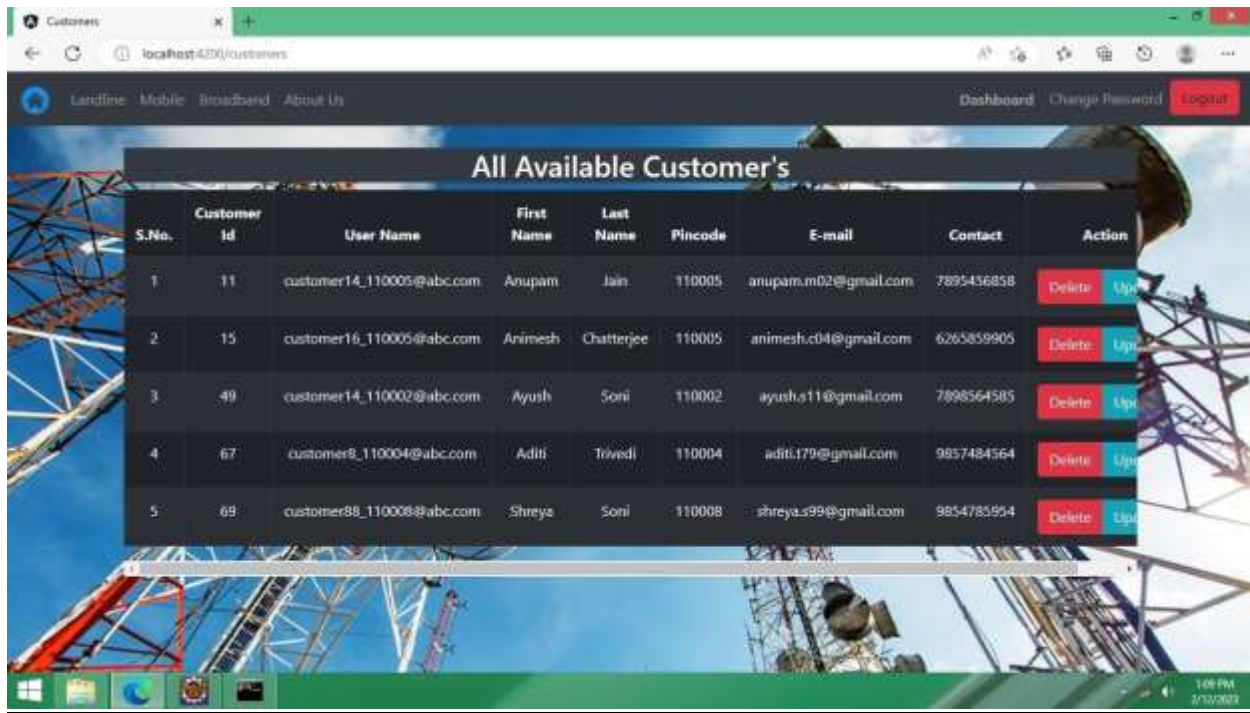
15. On Show All Manager's, Contact is updated :



16. Similarly updating other user's:

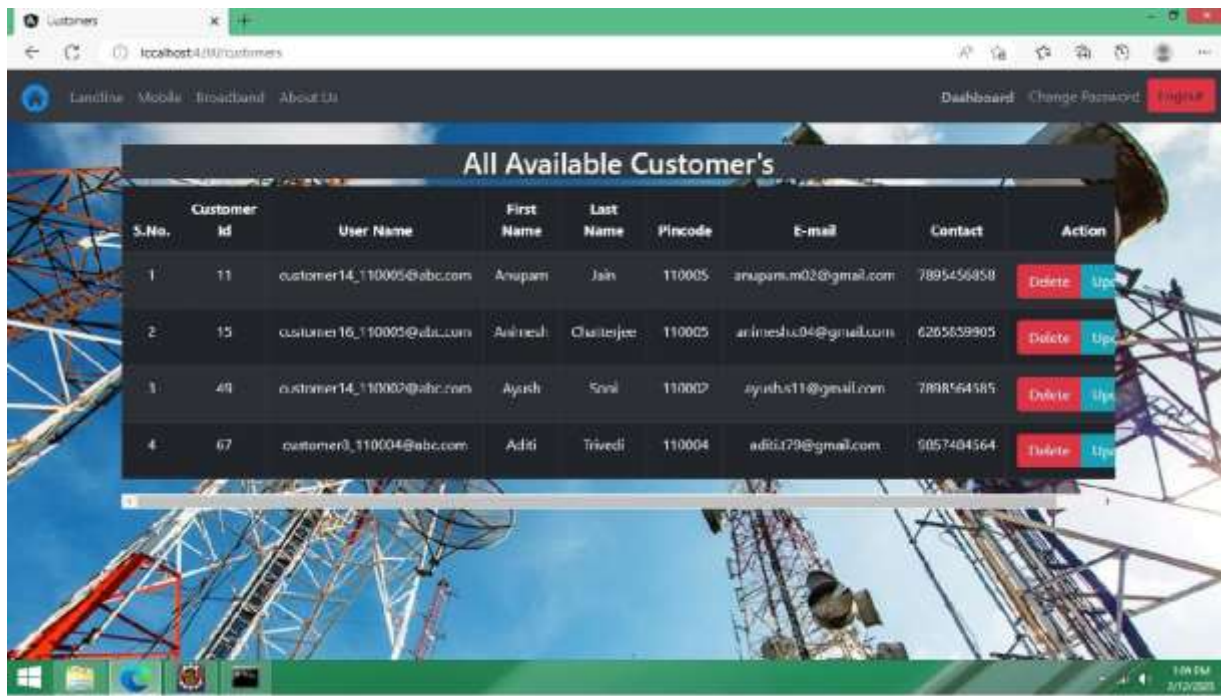


17. From Show All Customer's Deleting a customer:



The screenshot shows a web browser window with the URL `localhost:4200/customers`. The page has a navigation bar with links for `Landline`, `Mobile`, `Broadband`, and `About Us`. On the right, there are links for `Dashboard`, `Change Password`, and a `Login` button. The main content area is titled `All Available Customer's` and displays a table with the following data:

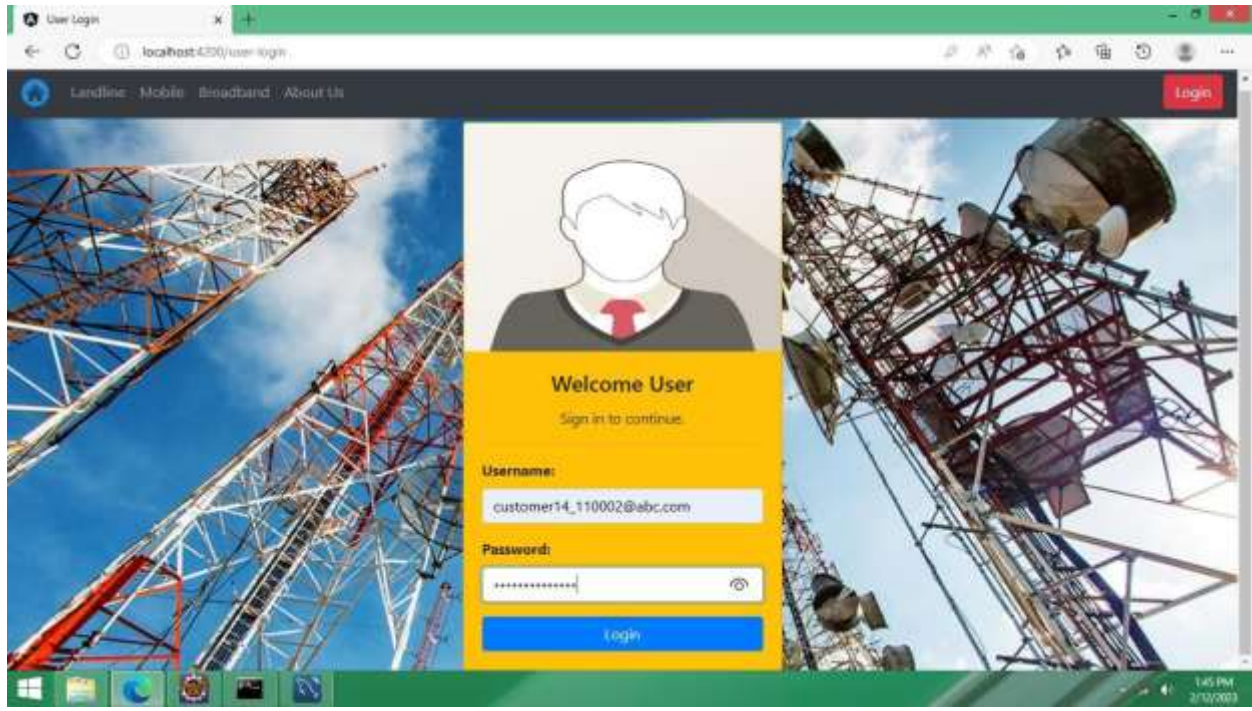
S.No.	Customer Id	User Name	First Name	Last Name	Pincode	E-mail	Contact	Action
1	11	customer14_110005@abc.com	Anupam	Jain	110005	anupam.m02@gmail.com	7895456858	Delete Update
2	15	customer16_110005@abc.com	Animesh	Chatterjee	110005	animesh.cd4@gmail.com	6265859905	Delete Update
3	49	customer14_110002@abc.com	Ayush	Soni	110002	ayush.s11@gmail.com	7898564585	Delete Update
4	67	customer8_110004@abc.com	Aditi	Trivedi	110004	aditi.179@gmail.com	9857484564	Delete Update
5	69	customer88_110008@abc.com	Shreya	Soni	110008	shreya.s99@gmail.com	9854785954	Delete Update



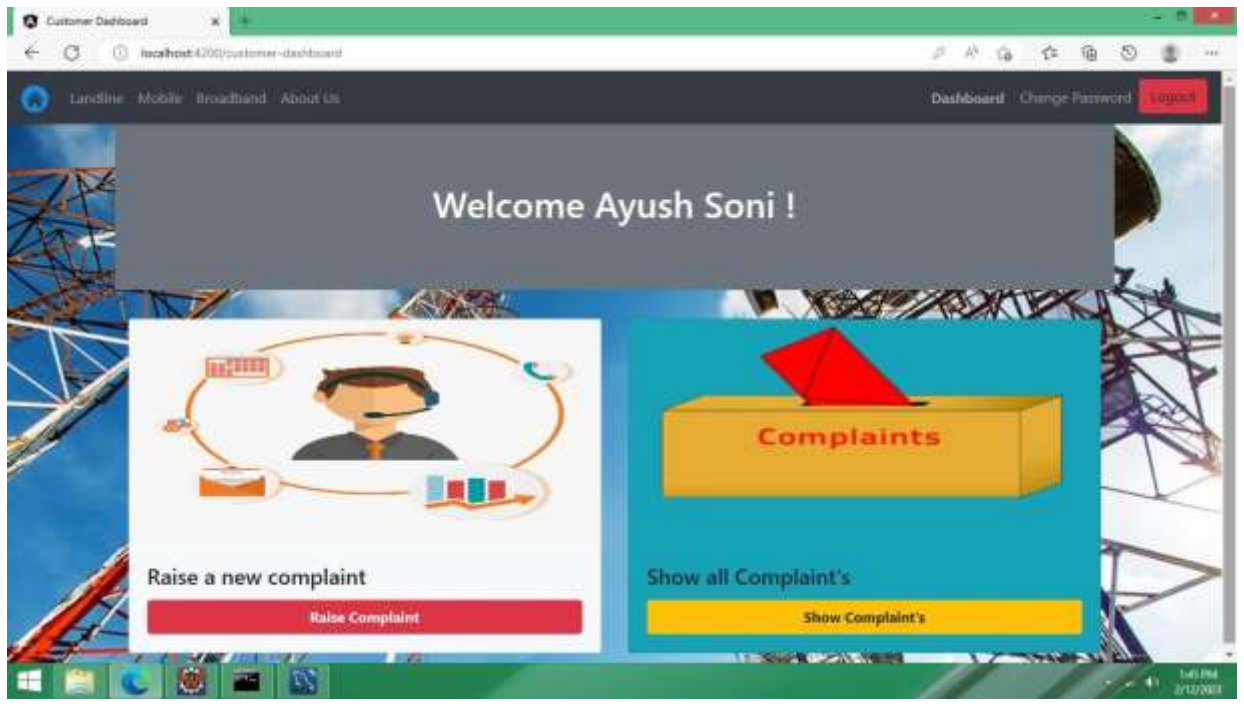
The screenshot shows the same web application after deleting a customer. The table now contains only 4 rows, with the first row (S.No. 1) being the same as in the previous screenshot. The second row (S.No. 2) has a different email address: `animesh.cd4@gmail.com`. The third row (S.No. 3) has a different email address: `ayush.s11@gmail.com`. The fourth row (S.No. 4) has a different email address: `aditi.179@gmail.com`. The fifth row (S.No. 5) has a different email address: `shreya.s99@gmail.com`.

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.cd4@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.179@gmail.com	9857484564	Delete Update

18. Customer Login:



19. Customer Dashboard:



20. On clicking Raise Complaint:

Create a new Complaint
Kindly enter your details.

Username:
customer14_110002@abc.com

Complaint:
Select Complaint
Unable to make a call
Unable to receive a call
Phone Dead
Noisy Voice
Slow broadband speed
No signal

Current Address:
Enter your current address

Area Pincode:

Create a new Complaint
Kindly enter your details.

Username:
customer14_110002@abc.com

Complaint:
Unable to make a call

First Name:
Ayush

Last Name:
Soni

Current Address:
5114, 4th Cross Road, Icon Residence, Ajmeri Gate Extn.

Area Pincode:

Unable to make a call

First Name:
Ayush

Last Name:
Soni

Current Address:
5114, 4th Cross Road, Icon Residence, Ajmeri Gate Extn.

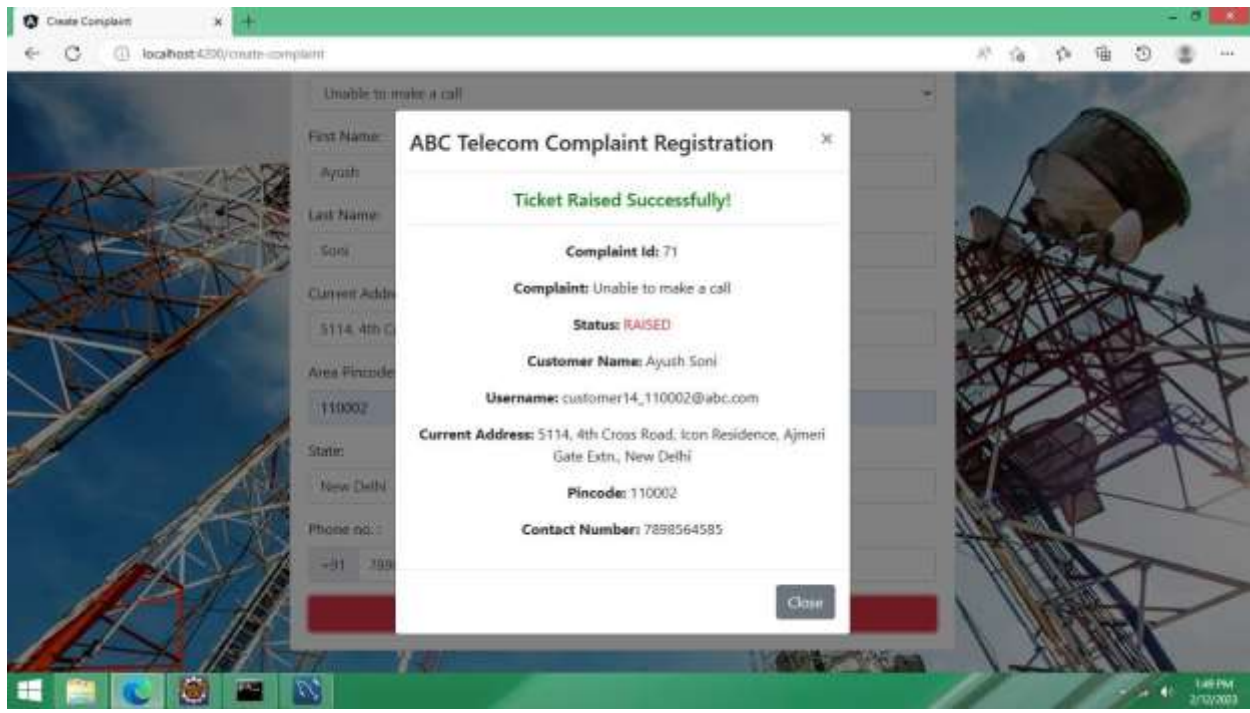
Area Pincode:
110002

State:
New Delhi

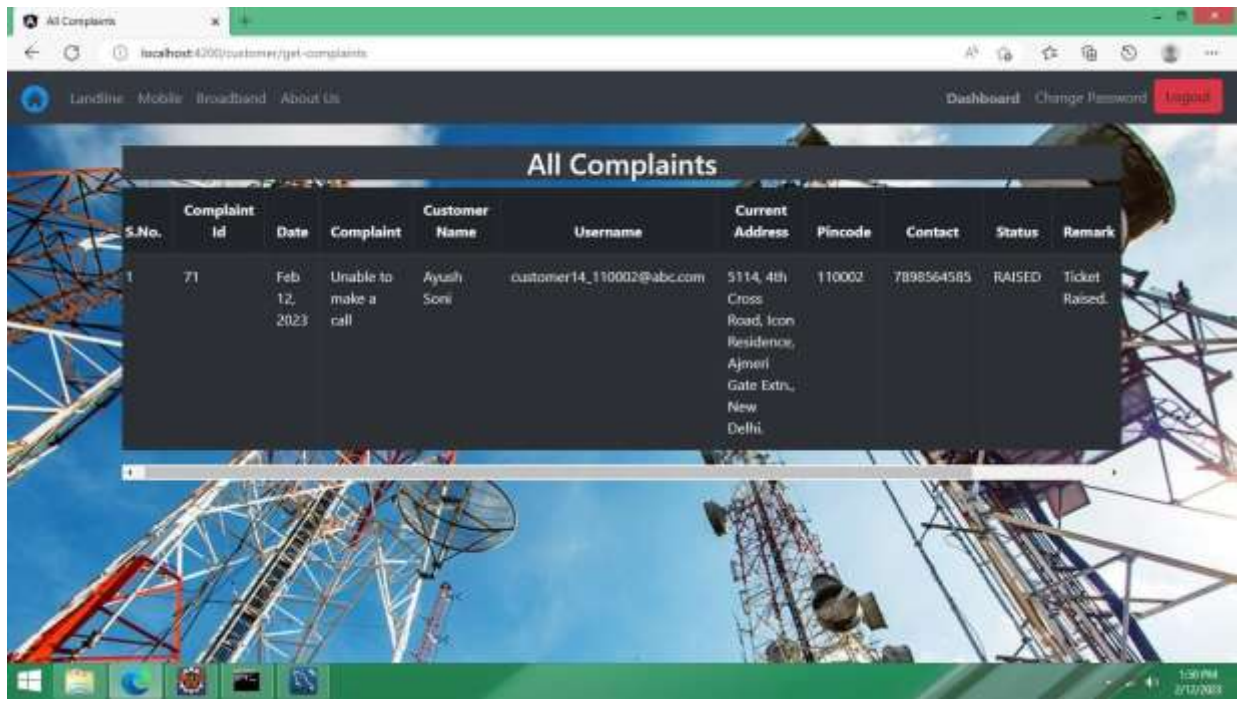
Phone no.:
+91 7988564585

Register Complaint

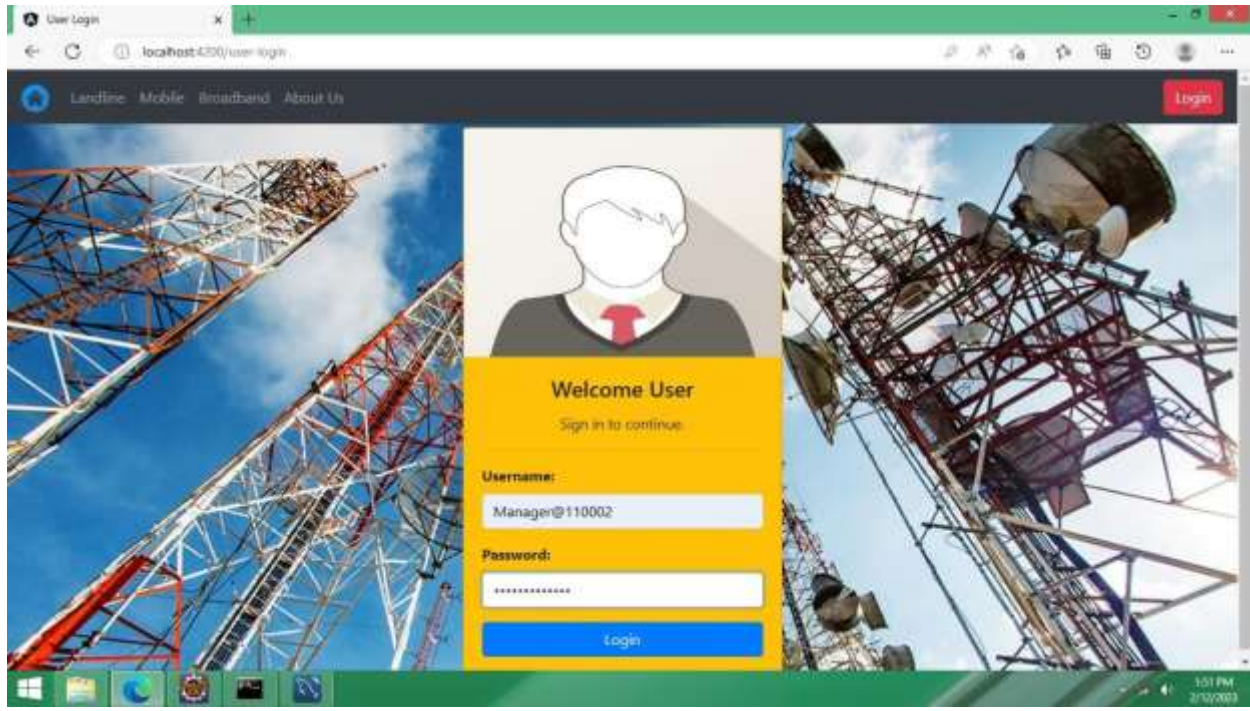
21. On clicking Register Complaint:



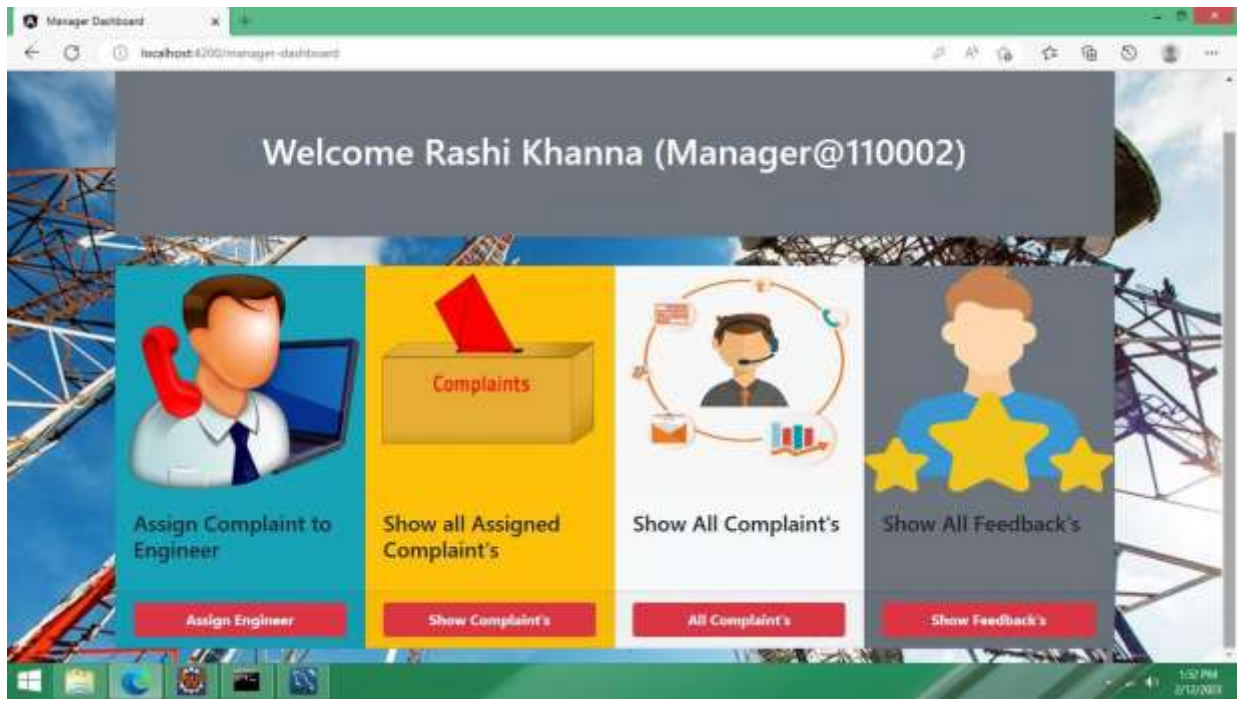
22. From customer dashboard, click on Show Complaint's:



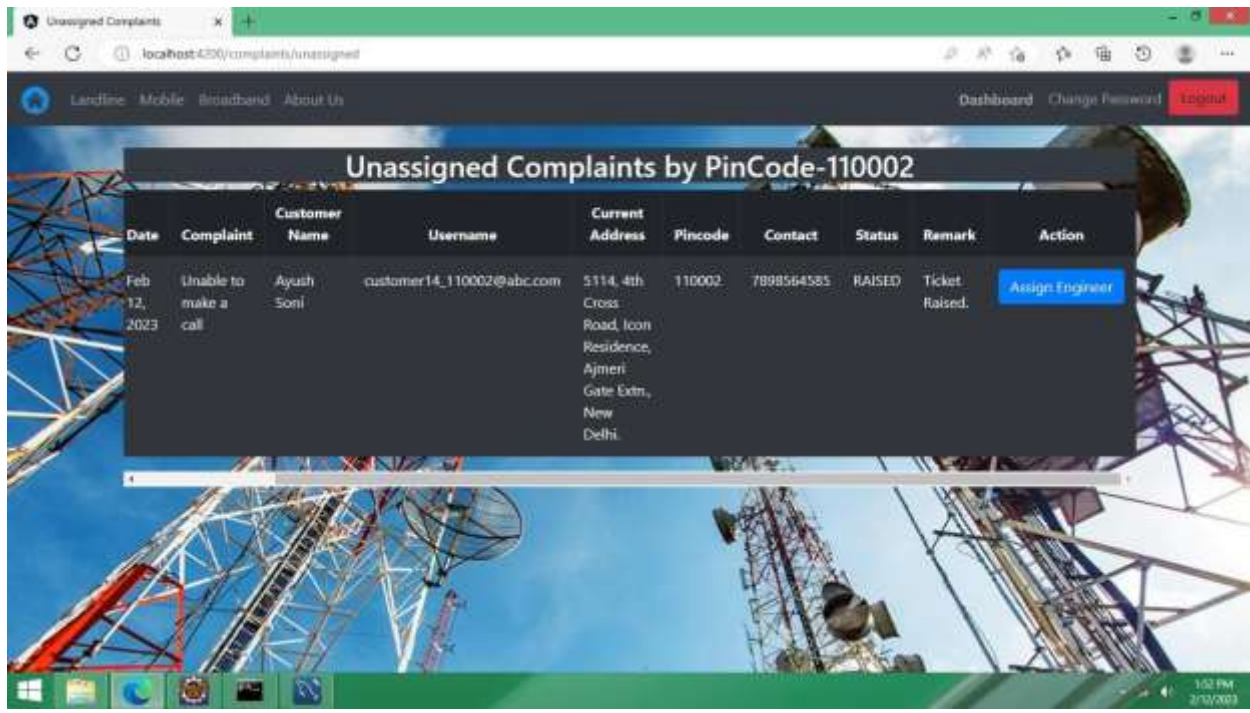
23. Manager Login:



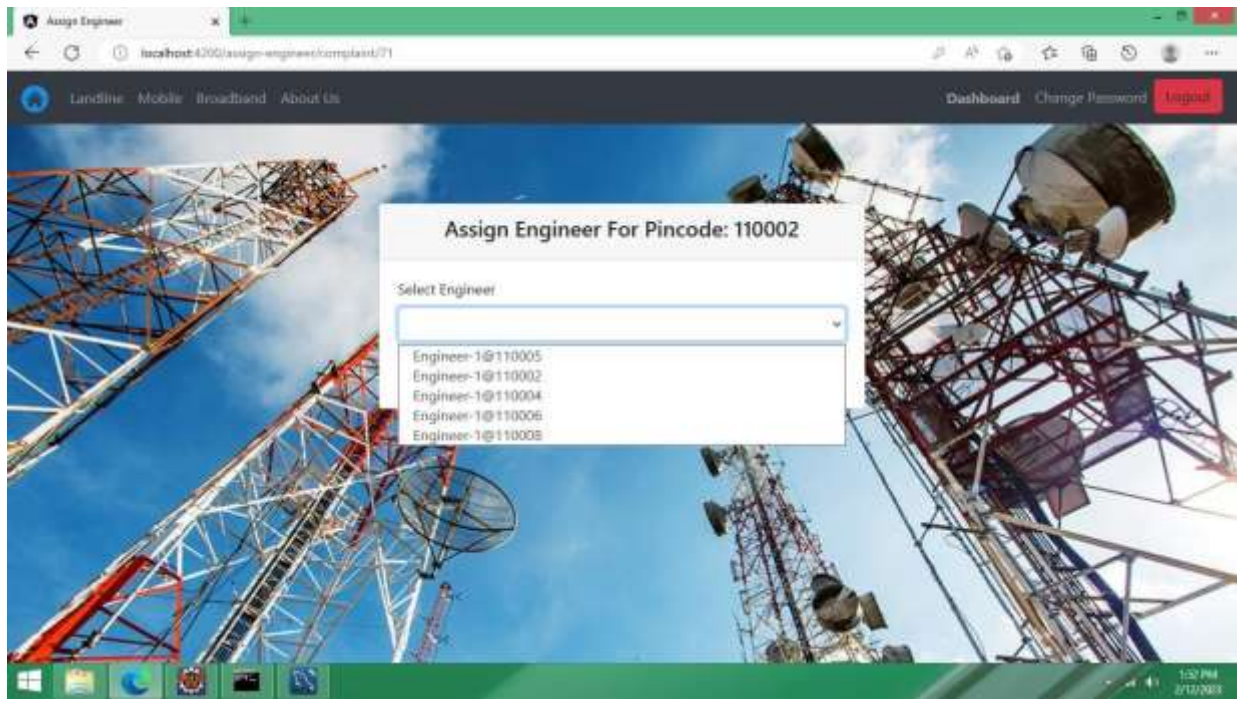
24. Manager Dashboard:

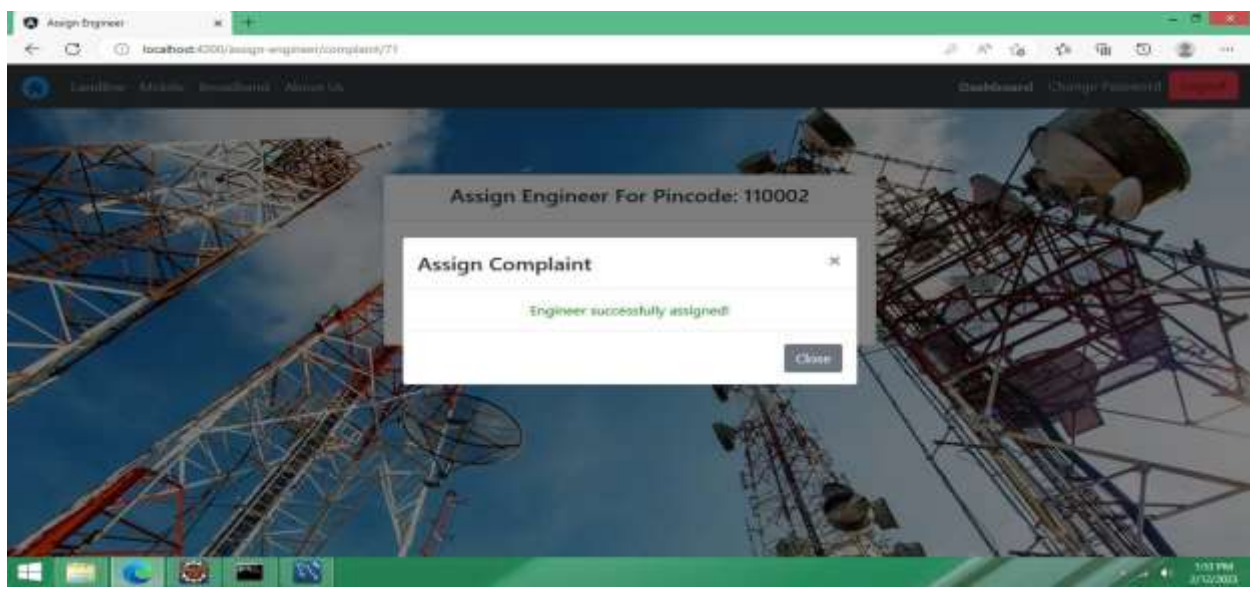


25. On clicking Assign Engineer:

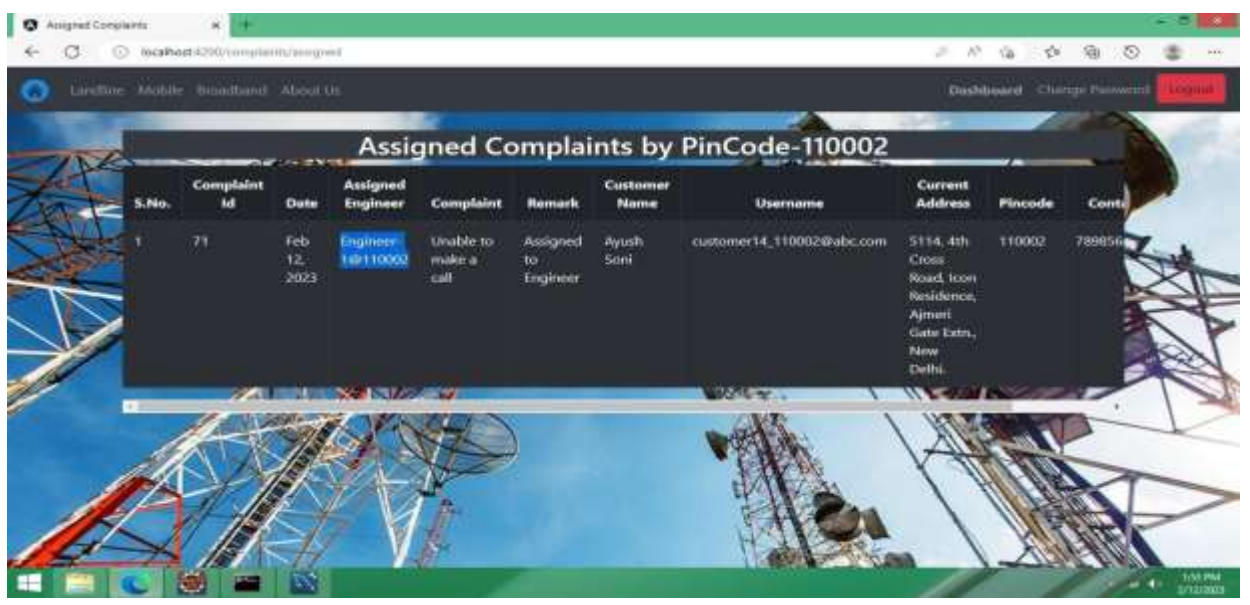


Assigning Engineer:

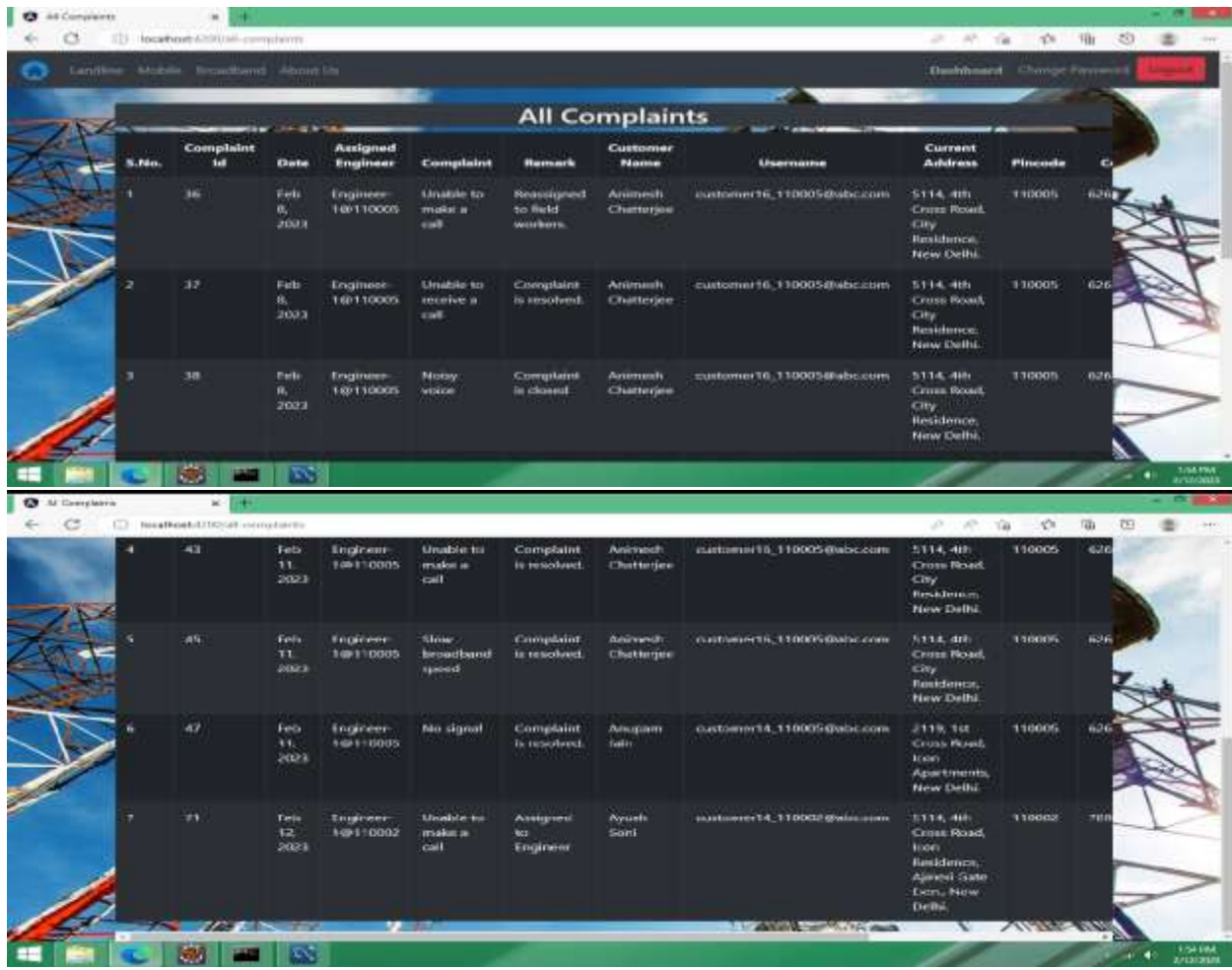




26. On clicking Show Assigned Complaints from dashboard:



27. On clicking Show All Complaints from dashboard:



The screenshot displays a web application interface for managing complaints. The title bar reads 'All Complaints'. The navigation menu includes 'Landline', 'Mobile', 'Broadband', and 'About Us'. The main content area features a table with the following columns: S.No., Complaint Id, Date, Assigned Engineer, Complaint, Remark, Customer Name, Username, Current Address, Pincode, and Contact No. The table contains seven rows of data, each representing a customer complaint.

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 make 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	2118, 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, Ajay Gate Dcn, New Delhi.	110002	768

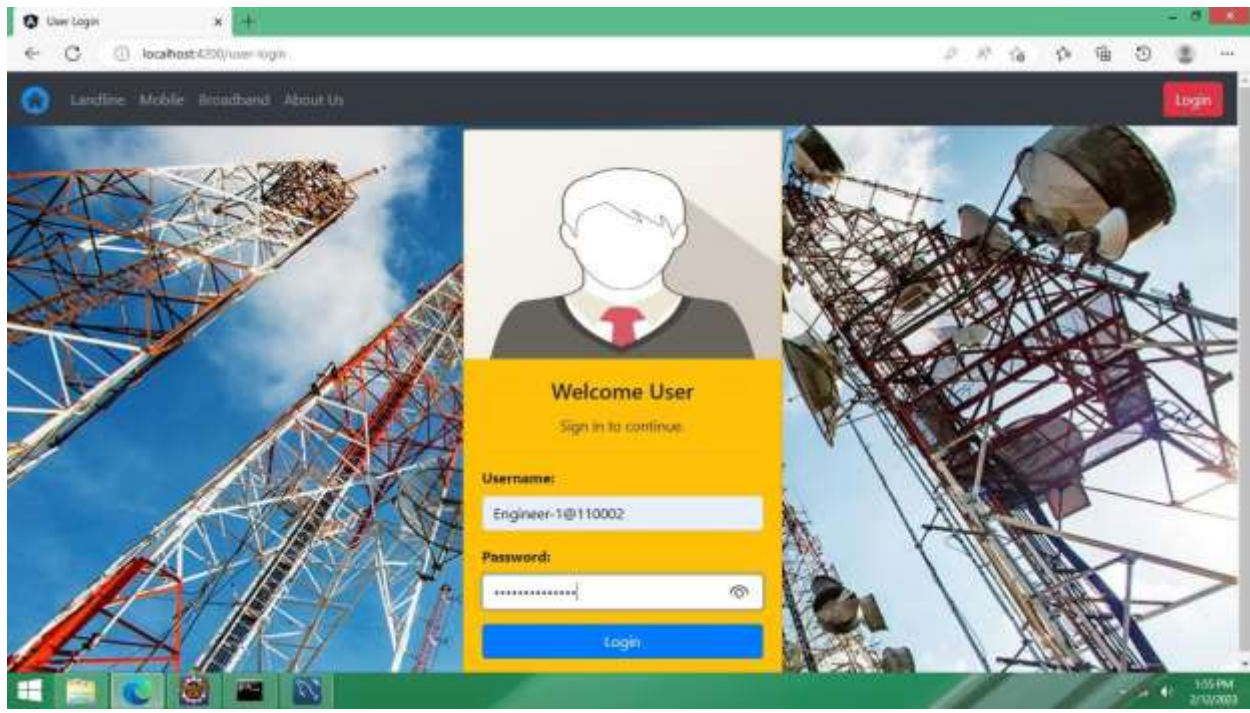
28. On clicking Show Feedback's from dashboard:



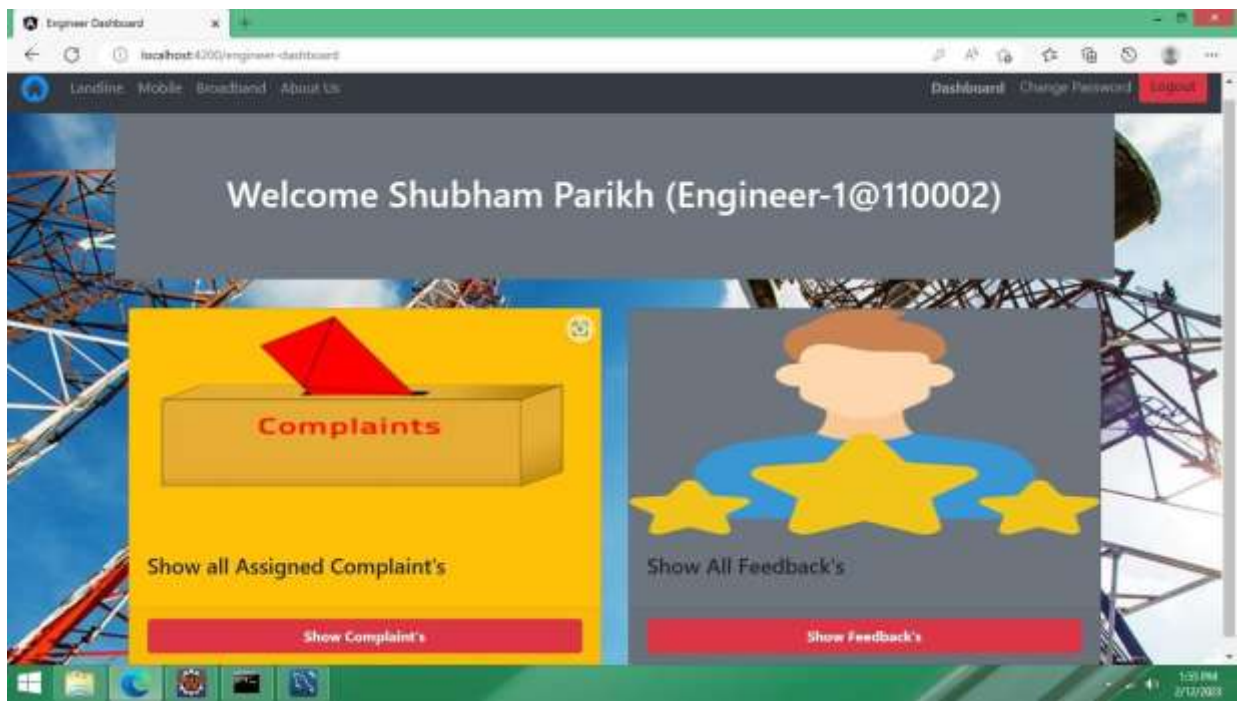
The screenshot displays a web application interface for managing customer feedback. The title bar reads 'All Customer Feedback's'. The navigation menu includes 'Landline', 'Mobile', 'Broadband', and 'About Us'. The main content area features a table with the following columns: S.No., Feedback Id, Complaint Id, Username, Complaint, and Feedback. The table contains six rows of data, each representing a customer feedback entry.

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.

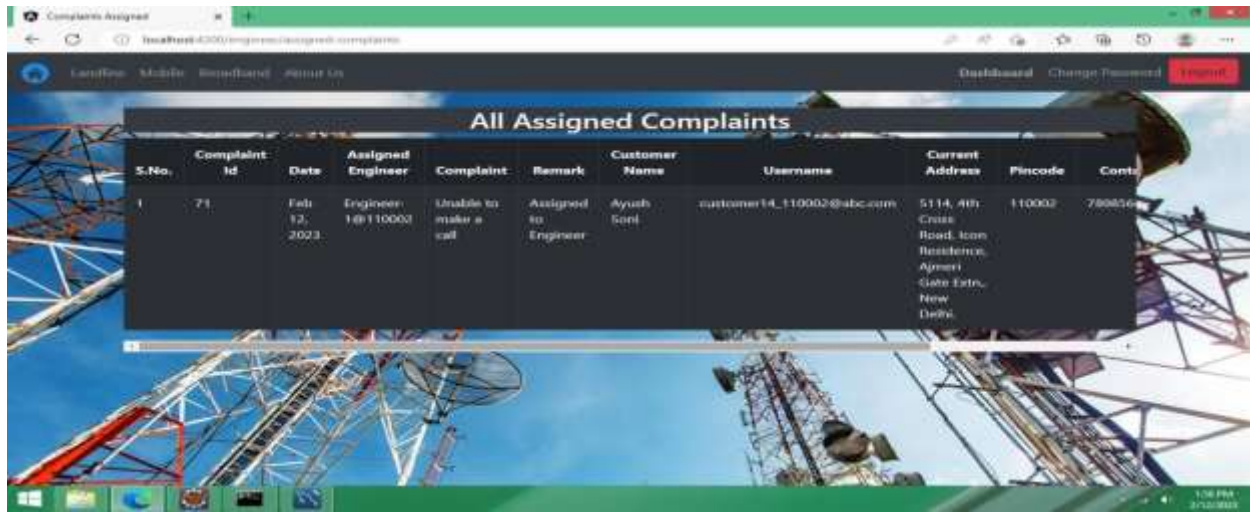
29. Engineer Login:



30. Engineer Dashboard:



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



The screenshot shows a web application interface with a header bar containing navigation links (Landline, Mobile, Broadband, About Us), a dashboard link, a change password link, and a login button. The main content area is titled "All Assigned Complaints" and displays a table with the following data:

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	7898564585



This screenshot shows the same "All Assigned Complaints" table, but with an additional "Status" column and an "Action" column. The status for the first complaint is "RAISED", and there is a blue "Assign Status" button in the action column.

Assigned Engineer	Complaint	Remark	Customer Name	Username	Current Address	Pincode	Contact	Status	Action
Engineer-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	RAISED	Assign Status



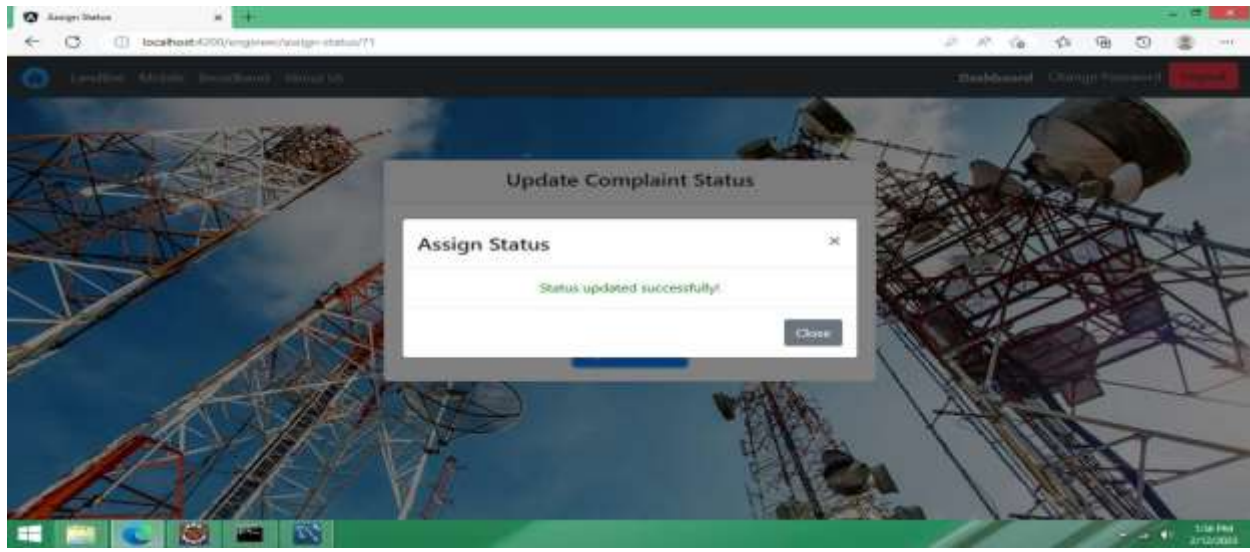
The screenshot shows a modal dialog box titled "Update Complaint Status". It contains a "Select Status:" dropdown menu with "WIP" selected, a "Remark:" text input field with the value "Work in progress.", and a blue "Update Status" button.

Update Complaint Status

Select Status:
WIP

Remark:
Work in progress.

[Update Status](#)



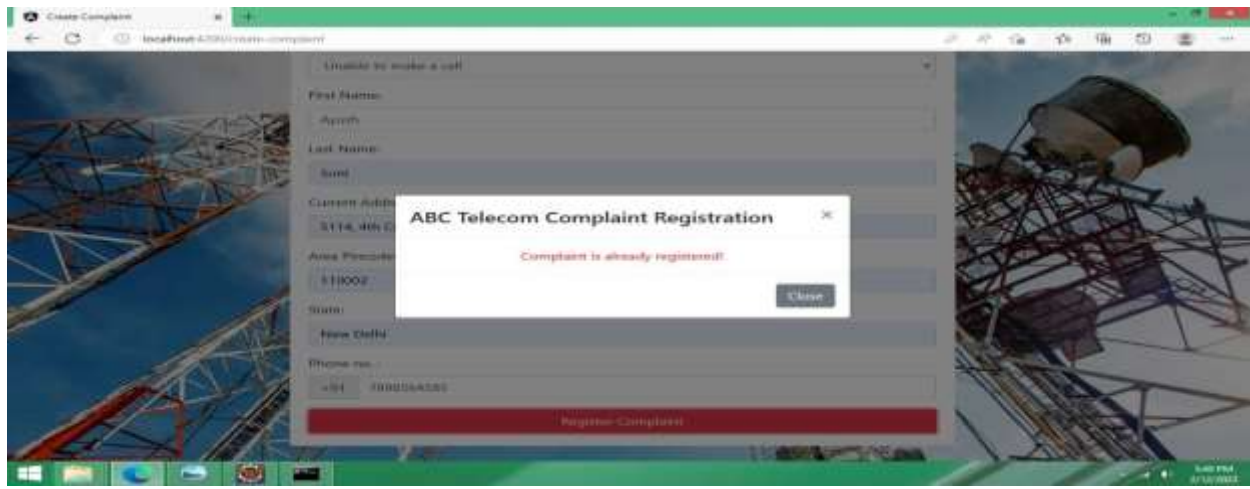
32. Customer login and click on Show Complaints:



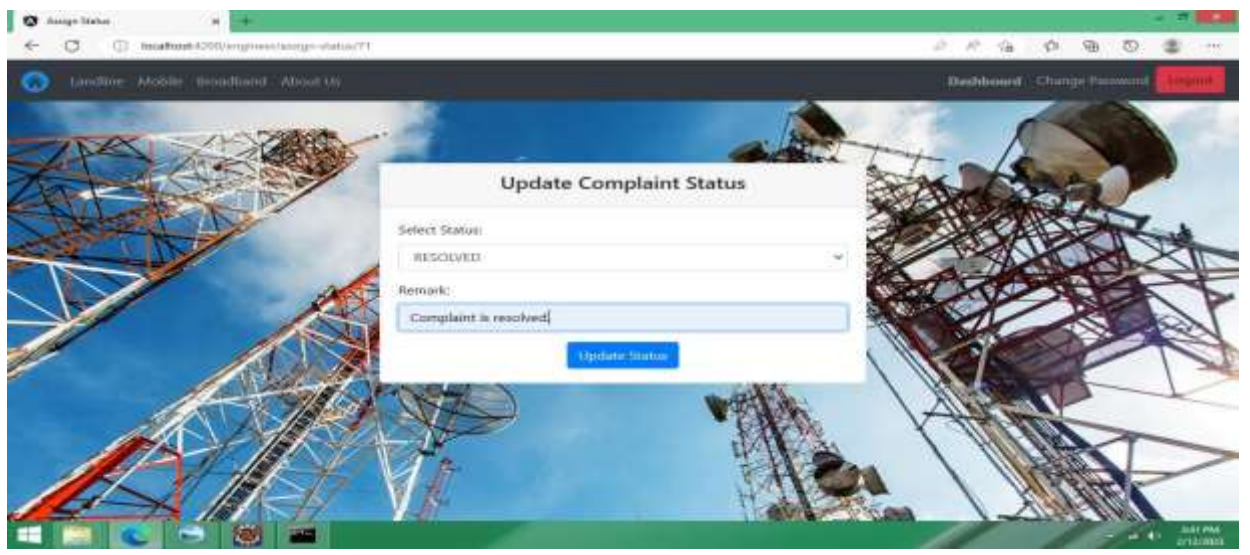
If Customer again Register a complaint on same issue if not resolved or work in progress:



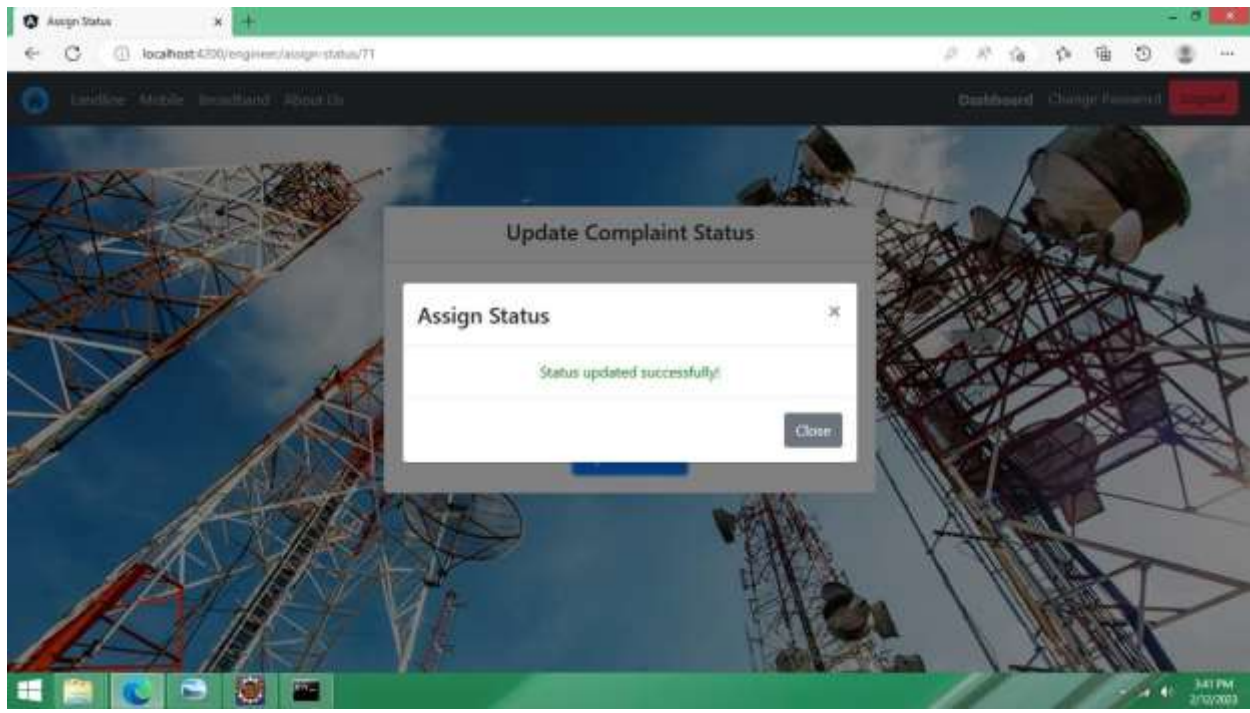
Complaint is already registered:



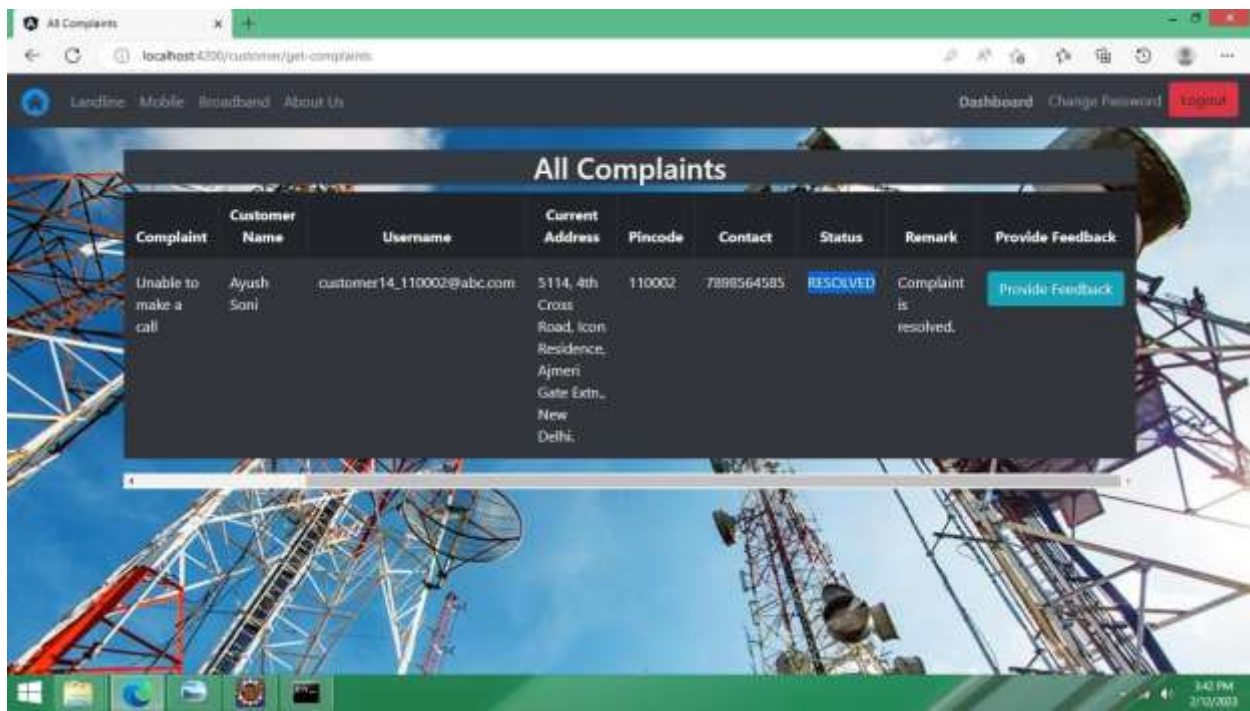
33. Again Engineer Login and Assign a new status:



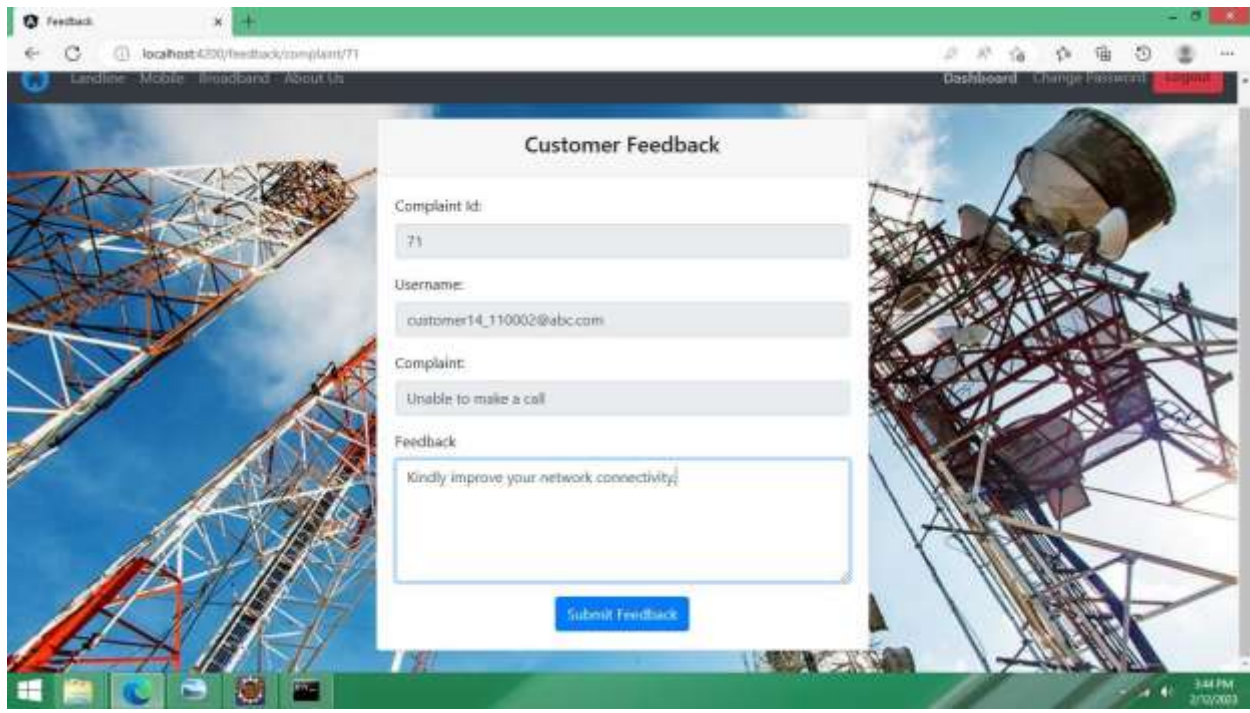
Status assigned:



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



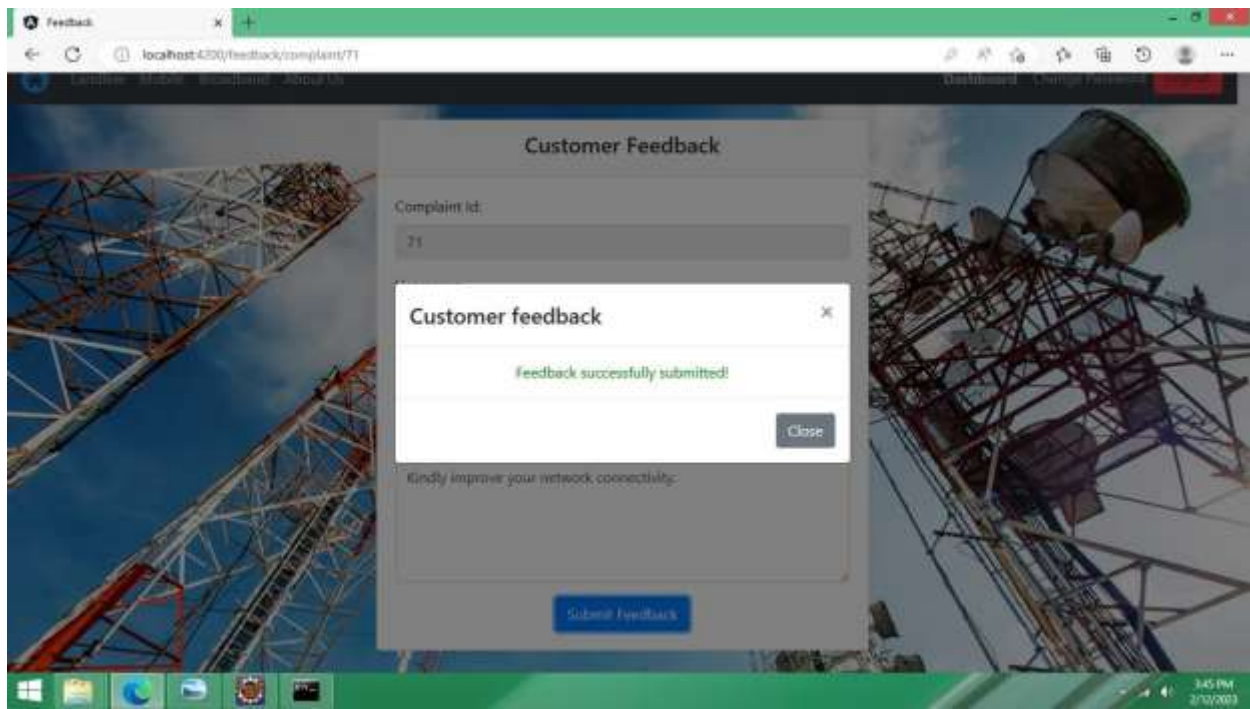
35. Provide feedback for Resolved or Escalated Complaints:



The screenshot shows a web browser window with the URL `localhost:4200/feedback/complaint/71`. The page features a background image of telecommunications towers. A central white form titled "Customer Feedback" contains the following fields:

- Complaint Id:** A text input field containing the value "71".
- Username:** A text input field containing the value "customer14_110002@abc.com".
- Complaint:** A text input field containing the value "Unable to make a call".
- Feedback:** A larger text input field containing the value "Kindly improve your network connectivity".

Below the feedback field is a blue button labeled "Submit Feedback". The browser's address bar and Windows taskbar are visible at the top and bottom of the window.



This screenshot shows the same "Customer Feedback" form after submission. A modal dialog box titled "Customer feedback" is displayed in the center, containing a green success message: "feedback successfully submitted!". The modal has a "Close" button in its bottom right corner. The background form is dimmed, and the "Submit Feedback" button remains visible at the bottom.