**Phase- Full Stack Java Developer Job readiness**

**Project Objective & Background -** ABC Telecom Ltd. is one of India’s major telecommunication service providers offering landline, mobile phone and Fiber optic broadband services across the country. Their customer services group is interested in providing a set of customer redressal services through the development of a new application using the state-of-art technologies such as Spring-boot for the development of java-based services, and UI using Angular and integrate them suitably, so that all the necessary services are taken care of through this application.

**Github link:**

**Recommended Tools:**

* Junit to perform Unit Testing
* Spring boot for web application
* MySQL Database for storing all the data and appropriate JDBC driver for connectivity
* Angular for Front End for all UIs.
* DevOps and production technologies: Git, GitHub, Docker

**Flowchart: Complaint Redressal System**

Login Page

Home Page

Home Page

Logout

List of Complaints Assigned to them with buttons to update the status

Yes, as Engineer

Home Page

Logout

List of Complaints with Assigning functionality

Yes, as Manager

Home Page

Logout

List all users

List all registered complaints

Yes, as Admin

Home Page

Logout

List of old registered complaints and their status

Register new complaints

No

Yes, asCustomer

Error message for bad credentials

Are Login credentials, correct?

1. **Sprint 1: Admin Login**
   1. Admin will only have login page, registration of admin will be hardcoded at the backend with the permission of production head. JWT authentication will be used for login verification.
   2. Admin successful login will route to admin home page where all the desired admin functionalities will be added.
   3. Admin home will have options to:
      1. Add or remove the active users.
      2. Check all the raised complaints and their active status.
   4. Admin can view all the details by applying filter as desired.
2. **Sprint 2: Customer Login/Registration**
   1. Customer will have login and registration options, already registered users can login through there username and password and new users can register and create their username and password for further use.JWT authentication will be used for login verification.
   2. Details entered by all users will be saved in the database, and password will be stored in encrypted format to maintain security.
   3. After successful user login users will be able to:
      1. View all the previously raised complaints by them and its status.
      2. Register a new complaint.
   4. A logout functionality to logout current user.
3. **Sprint 3: Manager Login**
   1. Manger can login and view all the complaints and assign complaints to suitable engineer.
   2. Name of the assignee will be visible along with complaints
4. **Sprint 4: Engineer Login**
   1. Engineer can view all the complaints specifically assigned to them.
   2. With the click of a button they can update status of complaint as WIP(work in progress)/ In review/ Resolved.

**Admin username** - admin123

***Password*** – pwd@123