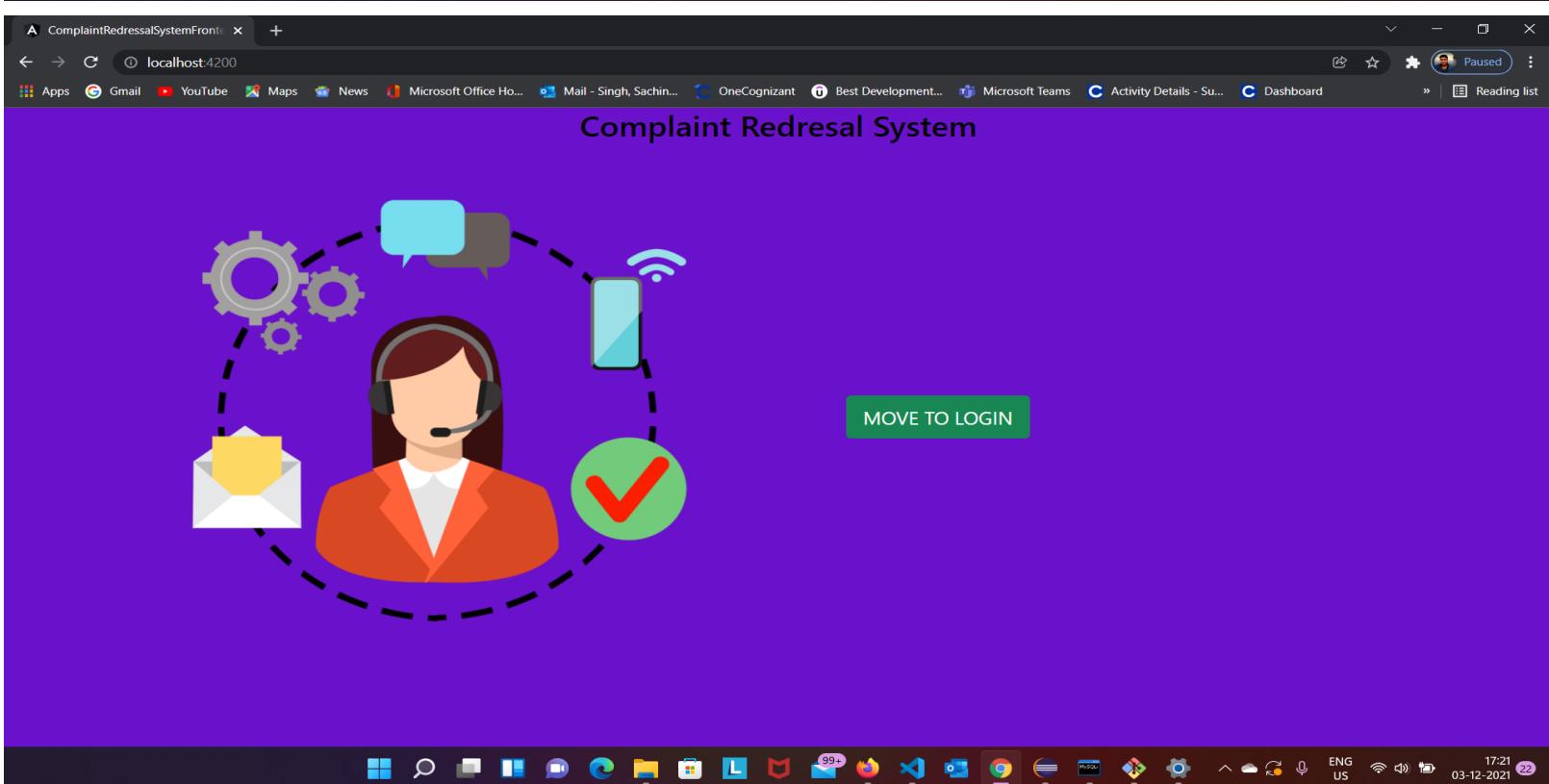
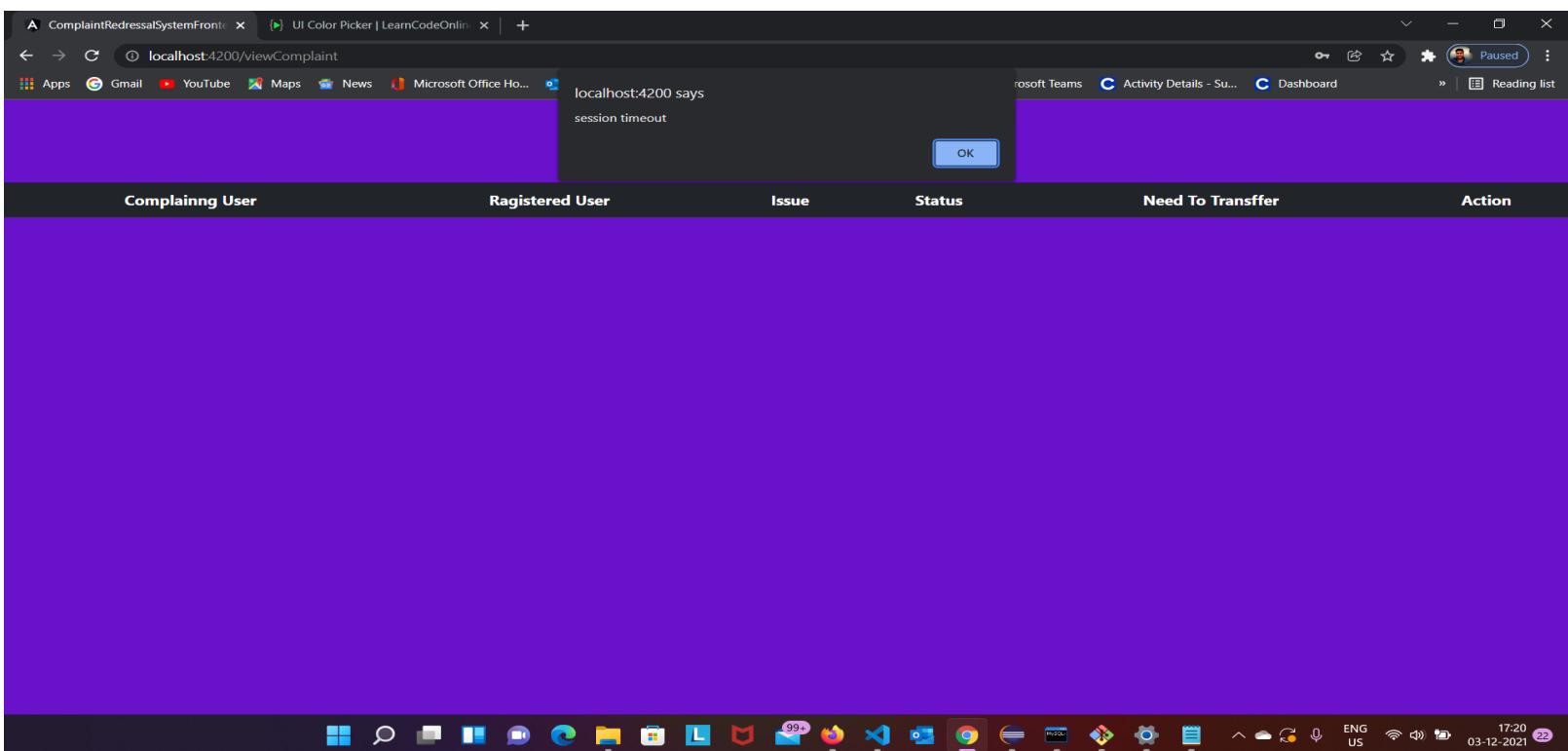


# Frontend Screenshots :



A ComplaintRedressalSystemFrontend + Paused

localhost:4200/viewComplaint

Apps Gmail YouTube Maps News Microsoft Office Home Mail - Singh, Sachin... OneCognizant Best Development... Microsoft Teams Activity Details - Su... Dashboard Reading list

## View Complaint

Complainng User	Registered User	Issue	Manager	Status
sachin singh	Stutie Mishra	can make calls, but cannot receive calls	Radha Kumari	RAISED
schin singh	Shriya Giri	cannot make call, but receive call	Sonam Kumari	RAISED
sads asc	Stutie Mishra	can make calls, but cannot receive calls	Radha Kumari	RAISED

[Add User](#)

A ComplaintRedressalSystemFrontend + Paused

localhost:4200/admin/access

Apps Gmail YouTube Maps News Microsoft Office Home Mail - Singh, Sachin... OneCognizant Best Development... Microsoft Teams Activity Details - Su... Dashboard Reading list

## Complete Admin Access

ID	Name	UserName	Role	Action
1	Sachin Singh	sachin.singh	ADMIN	Cannot Perform Operation on Admin
2	Ramakant Pandit	rama.kant	MANAGER	<a href="#">Modify</a> <a href="#">Delete</a>
3	Radha Kumari	radha.kumari	MANAGER	<a href="#">Modify</a> <a href="#">Delete</a>
4	Sonam Kumari	sonam.kumari	MANAGER	<a href="#">Modify</a> <a href="#">Delete</a>
5	Ravi krishna	ravi.krishna	MANAGER	<a href="#">Modify</a> <a href="#">Delete</a>
6	Abhishek Gangwar	abhishek.gangwar	MANAGER	<a href="#">Modify</a> <a href="#">Delete</a>
7	Harish Kumar	harish.kumar	ENGINEER	<a href="#">Modify</a> <a href="#">Delete</a>
8	Rahul Sharma	rahul.sharma	ENGINEER	<a href="#">Modify</a> <a href="#">Delete</a>
9	Pooja Prajapat	pooja.prajapat	ENGINEER	<a href="#">Modify</a> <a href="#">Delete</a>

A ComplaintRedressalSystemFronte x +

localhost:4200 says User Added Successfully

OK

ID	Name	UserName	Role	Action
1	Sachin Singh	sachin.singh	ADMIN	Cannot Perform Operation on Admin
2	Ramakant Pandit	rama.kant	MANAGER	<button>Modify</button> <button>Delete</button>
3	Radha Kumari	radha.kumari	MANAGER	<button>Modify</button> <button>Delete</button>
4	Sonam Kumari	sonam.kumari	MANAGER	<button>Modify</button> <button>Delete</button>
5	Ravi krishna	ravi.krishna	MANAGER	<button>Modify</button> <button>Delete</button>
6	Abhishek Gangwar	abhishek.gangwar	MANAGER	<button>Modify</button> <button>Delete</button>
7	Harish Kumar	harish.kumar	ENGINEER	<button>Modify</button> <button>Delete</button>
8	Rahul Sharma	rahul.sharma	ENGINEER	<button>Modify</button> <button>Delete</button>
9	Pooja Prajapat	pooja.prajapat	ENGINEER	<button>Modify</button> <button>Delete</button>

14 shesha singh USER ADD USER

A ComplaintRedressalSystemFronte x +

localhost:4200 says User Added Successfully

OK

ID	Name	UserName	Role	Action
2	Ramakant Pandit	rama.kant	MANAGER	<button>Modify</button> <button>Delete</button>
3	Radha Kumari	radha.kumari	MANAGER	<button>Modify</button> <button>Delete</button>
4	Sonam Kumari	sonam.kumari	MANAGER	<button>Modify</button> <button>Delete</button>
5	Ravi krishna	ravi.krishna	MANAGER	<button>Modify</button> <button>Delete</button>
6	Abhishek Gangwar	abhishek.gangwar	MANAGER	<button>Modify</button> <button>Delete</button>
7	Harish Kumar	harish.kumar	ENGINEER	<button>Modify</button> <button>Delete</button>
8	Rahul Sharma	rahul.sharma	ENGINEER	<button>Modify</button> <button>Delete</button>
9	Pooja Prajapat	pooja.prajapat	ENGINEER	<button>Modify</button> <button>Delete</button>
10	Preeti Kumari	preeti.kumari	ENGINEER	<button>Modify</button> <button>Delete</button>
11	Shriya Giri	shriya@giri	USER	<button>Modify</button> <button>Delete</button>
12	Stutie Mishra	stutie@mishra	USER	<button>Modify</button> <button>Delete</button>
13	subodh singh	subodh.singh	MANAGER	<button>Modify</button> <button>Delete</button>
14	shesha singh	shesha.singh	USER	<button>Modify</button> <button>Delete</button>

14 shesha singh USER ADD USER

A ComplaintRedressalSystemFronte x + localhost:4200/admin/access

localhost:4200 says User Updated Successfully

OK

ID	Name	UserName	Role	Action
1	Sachin Singh	sachin.singh	ADMIN	Cannot Perform Operation on Admin
2	Ramakant Pandit	rama.kant	MANAGER	<button>Modify</button> <button>Delete</button>
3	Radha Kumari	radha.kumari	MANAGER	<button>Modify</button> <button>Delete</button>
4	Sonam Kumari	sonam.kumari	MANAGER	<button>Modify</button> <button>Delete</button>
5	Ravi krishna	ravi.krishna	MANAGER	<button>Modify</button> <button>Delete</button>
6	Abhishek Gangwar	abhishek.gangwar	MANAGER	<button>Modify</button> <button>Delete</button>
7	Harish Kumar	harish.kumar	ENGINEER	<button>Modify</button> <button>Delete</button>
8	Rahul Sharma	rahul.sharma	ENGINEER	<button>Modify</button> <button>Delete</button>
9	Pooja Prajapat	pooja.prajapat	ENGINEER	<button>Modify</button> <button>Delete</button>

14 shesha singh MANAGER Update User

17:25 03-12-2021 ENG US

A ComplaintRedressalSystemFronte x + localhost:4200/admin/access

localhost:4200 says User Updated Successfully

OK

ID	Name	UserName	Role	Action
2	Ramakant Pandit	rama.kant	MANAGER	<button>Modify</button> <button>Delete</button>
3	Radha Kumari	radha.kumari	MANAGER	<button>Modify</button> <button>Delete</button>
4	Sonam Kumari	sonam.kumari	MANAGER	<button>Modify</button> <button>Delete</button>
5	Ravi krishna	ravi.krishna	MANAGER	<button>Modify</button> <button>Delete</button>
6	Abhishek Gangwar	abhishek.gangwar	MANAGER	<button>Modify</button> <button>Delete</button>
7	Harish Kumar	harish.kumar	ENGINEER	<button>Modify</button> <button>Delete</button>
8	Rahul Sharma	rahul.sharma	ENGINEER	<button>Modify</button> <button>Delete</button>
9	Pooja Prajapat	pooja.prajapat	ENGINEER	<button>Modify</button> <button>Delete</button>
10	Preeti Kumari	preeti.kumari	ENGINEER	<button>Modify</button> <button>Delete</button>
11	Shriya Giri	shriya@giri	USER	<button>Modify</button> <button>Delete</button>
12	Stutie Mishra	stutie@mishra	USER	<button>Modify</button> <button>Delete</button>
13	subodh singh	subodh.singh	MANAGER	<button>Modify</button> <button>Delete</button>
14	shesha singh	shesha.singh	MANAGER	<button>Modify</button> <button>Delete</button>

17:25 03-12-2021 ENG US

A ComplaintRedressalSystemFrontend + localhost:4200/admin/access

localhost4200 says User Deleted Successfully

OK

2	Ramakant Pandit	ran		Modify	Delete
3	Radha Kumari	radh		Modify	Delete
4	Sonam Kumari	sonam.kumari	MANAGER	Modify	Delete
5	Ravi krishna	ravi.krishna	MANAGER	Modify	Delete
6	Abhishek Gangwar	abhishek.gangwar	MANAGER	Modify	Delete
7	Harish Kumar	harish.kumar	ENGINEER	Modify	Delete
8	Rahul Sharma	rahul.sharma	ENGINEER	Modify	Delete
9	Pooja Prajapat	pooja.prajapat	ENGINEER	Modify	Delete
10	Preeti Kumari	preeti.kumari	ENGINEER	Modify	Delete
11	Shriya Giri	shriya@giri	USER	Modify	Delete
12	Stutie Mishra	stutie@mishra	USER	Modify	Delete
13	subodh singh	subodh.singh	MANAGER	Modify	Delete
14	shesha singh	shesha.singh	MANAGER	Modify	Delete

A ComplaintRedressalSystemFrontend + localhost:4200/admin/access

Cannot perform Operation on Admin

1	Sachin Singh	sachin.singh	ADMIN		
2	Ramakant Pandit	rama.kant	MANAGER	Modify	Delete
3	Radha Kumari	radha.kumari	MANAGER	Modify	Delete
4	Sonam Kumari	sonam.kumari	MANAGER	Modify	Delete
5	Ravi krishna	ravi.krishna	MANAGER	Modify	Delete
6	Abhishek Gangwar	abhishek.gangwar	MANAGER	Modify	Delete
7	Harish Kumar	harish.kumar	ENGINEER	Modify	Delete
8	Rahul Sharma	rahul.sharma	ENGINEER	Modify	Delete
9	Pooja Prajapat	pooja.prajapat	ENGINEER	Modify	Delete
10	Preeti Kumari	preeti.kumari	ENGINEER	Modify	Delete
11	Shriya Giri	shriya@giri	USER	Modify	Delete
12	Stutie Mishra	stutie@mishra	USER	Modify	Delete
13	subodh singh	subodh.singh	MANAGER	Modify	Delete

A ComplaintRedressalSystemFronte x +

localhost:4200/viewComplaint

Logout

## View Complaint

Complaining User	Registered User	Issue	Manager	Status
sachin singh	Stuttee Mishra	can make calls, but cannot receive calls	Radha Kumari	RAISED
schin singh	Shriya Giri	cannot make call, but receive call	Sonam Kumari	RAISED
sads ascs	Stuttee Mishra	can make calls, but cannot receive calls	Radha Kumari	RAISED

Add User

A ComplaintRedressalSystemFronte x +

localhost:4200/admin/access

Logout

## Complete Admin Access

14 Enter the full Name : ADD USER

ID	Name	UserName	Role	Action
1	Sachin Singh	sachin.singh	ADMIN	Cannot Perform Operation on Admin
2	Ramakant Pandit	rama.kant	MANAGER	<button>Modify</button> <button>Delete</button>
3	Radha Kumari	radha.kumari	MANAGER	<button>Modify</button> <button>Delete</button>
4	Sonam Kumari	sonam.kumari	MANAGER	<button>Modify</button> <button>Delete</button>
5	Ravi krishna	ravi.krishna	MANAGER	<button>Modify</button> <button>Delete</button>
6	Abhishek Gangwar	abhishek.gangwar	MANAGER	<button>Modify</button> <button>Delete</button>
7	Harish Kumar	harish.kumar	ENGINEER	<button>Modify</button> <button>Delete</button>
8	Rahul Sharma	rahul.sharma	ENGINEER	<button>Modify</button> <button>Delete</button>

## Ragister Complaint

First Name :

Last Name :

Address :

Pincode :

Complaint

[File Complaint](#)

[View Previous Complaint](#)

## Ragister Complaint

First Name :

Last Name :

Address :

Pincode :

Complaint

[File Complaint](#)

Your Tracking id is :  
**2f4d588a5e**

[Move to View Complaint](#)

View Complaint			
Ticket Number	Issue	Status	FeedBack
2f4d588a5e	cannot make call, but receive call	RAISED	Not Applicable
88dfdcdb10	cannot make call, but receive call	RAISED	Not Applicable
893766e8ff	neither make nor receive calls	RAISED	Not Applicable

Logout

## Ragister Complaint

First Name :

Last Name :

Address :

Pincode :

Complaint

A ComplaintRedressalSystemFronte x +

localhost:4200/viewComplaint

Logout

## View Complaint

Complainng User	Registered User	Issue	Status	Engineer	Action
schin singh	Shriya Giri	cannot make call, but receive call	RAISED		<button>Assign</button>

17:38 03-12-2021

A ComplaintRedressalSystemFronte x +

localhost:4200/viewComplaint

Logout

## View Complaint

Complainng User	Registered User	Issue	Status	Engineer	Action
schin singh	Shriya Giri	cannot make call, but receive call	RAISED	Preeti Kumari	<button>Already Assign</button>

17:38 03-12-2021

# Database Screenshot

```
MySQL 8.0 Command Line Client - Unicode
+----+-----+-----+-----+-----+
| 10 | Preeti Kumari | preeti.kumari | preeti@123 | ENGINEER |
| 11 | Shriya Giri | shriya@giri | shriya@1234 | USER      |
| 12 | Stuttee Mishra | stuttee@mishra | stuttee@1232 | USER      |
+----+-----+-----+-----+-----+
12 rows in set (0.00 sec)

mysql> select * from user;
+----+-----+-----+-----+
| id | name | username | password | role    |
+----+-----+-----+-----+
| 1  | Sachin Singh | sachin.singh | admin@123 | ADMIN   |
| 2  | Ramakant Pandit | rama.kant | rama@12 | MANAGER |
| 3  | Radha Kumari | radha.kumari | radha@23 | MANAGER |
| 4  | Sonam Kumari | sonam.kumari | sonam@123 | MANAGER |
| 5  | Ravi krishna | ravi.krishna | ravi@132 | MANAGER |
| 6  | Abhishek Gangwar | abhishek.gangwar | abhishek@102 | MANAGER |
| 7  | Harish Kumar | harish.kumar | harish@2121 | ENGINEER |
| 8  | Rahul Sharma | rahul.sharma | rahul@3212 | ENGINEER |
| 9  | Pooja Prajapat | pooja.prajapat | pooja@2121 | ENGINEER |
| 10 | Preeti Kumari | preeti.kumari | preeti@123 | ENGINEER |
| 11 | Shriya Giri | shriya@giri | shriya@1234 | USER    |
| 12 | Stuttee Mishra | stuttee@mishra | stuttee@1232 | USER    |
| 13 | subodh singh | subodh.singh | subodh@5704 | MANAGER |
+----+-----+-----+-----+
13 rows in set (0.00 sec)

mysql> select * from complaint;
+----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
| trackingId | userId | name | address | pincodeId | status | issue | feedback | engineerId | feild |
+----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
| 4fc14850c5 | 12 | sachin singh | gkp | 2 | RAISED | can make calls, but cannot receive calls | NULL | 8 | YES |
| 88dfdcdb10 | 11 | sachin singh | gkp | 3 | RAISED | cannot make call, but receive call | NULL | NULL | NULL |
| 924bc4d496 | 12 | sads ascs | cas | 2 | RAISED | can make calls, but cannot receive calls | NULL | 7 | NO |
+----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
3 rows in set (0.03 sec)

mysql> select * from complaint;
+----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
| trackingId | userId | name | address | pincodeId | status | issue | feedback | engineerId | feild |
+----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
| 2f4d588a5e | 11 | dsdsf dfs | 32 | 1 | RAISED | cannot make call, but receive call | NULL | NULL | NULL |
| 4fc14850c5 | 12 | sachin singh | gkp | 2 | RAISED | can make calls, but cannot receive calls | NULL | 8 | YES |
| 88dfdcdb10 | 11 | sachin singh | gkp | 3 | RAISED | cannot make call, but receive call | NULL | NULL | NULL |
| 893766e8ff | 11 | scsdv vsd | vsd | 2 | RAISED | neither make nor receive calls | NULL | NULL | NULL |
| 924bc4d496 | 12 | sads ascs | cas | 2 | RAISED | can make calls, but cannot receive calls | NULL | 7 | NO |
+----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
5 rows in set (0.01 sec)

mysql>
```

```
MySQL 8.0 Command Line Client - Unicode
+----+-----+-----+-----+-----+
| 1  | Sachin Singh | sachin.singh | admin@123 | ADMIN   |
| 2  | Ramakant Pandit | rama.kant | rama@12 | MANAGER |
| 3  | Radha Kumari | radha.kumari | radha@23 | MANAGER |
| 4  | Sonam Kumari | sonam.kumari | sonam@123 | MANAGER |
| 5  | Ravi krishna | ravi.krishna | ravi@132 | MANAGER |
| 6  | Abhishek Gangwar | abhishek.gangwar | abhishek@102 | MANAGER |
| 7  | Harish Kumar | harish.kumar | harish@2121 | ENGINEER |
| 8  | Rahul Sharma | rahul.sharma | rahul@3212 | ENGINEER |
| 9  | Pooja Prajapat | pooja.prajapat | pooja@2121 | ENGINEER |
| 10 | Preeti Kumari | preeti.kumari | preeti@123 | ENGINEER |
| 11 | Shriya Giri | shriya@giri | shriya@1234 | USER    |
| 12 | Stuttee Mishra | stuttee@mishra | stuttee@1232 | USER    |
| 13 | subodh singh | subodh.singh | subodh@5704 | MANAGER |
+----+-----+-----+-----+
13 rows in set (0.00 sec)

mysql> select * from complaint;
+----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
| trackingId | userId | name | address | pincodeId | status | issue | feedback | engineerId | feild |
+----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
| 4fc14850c5 | 12 | sachin singh | gkp | 2 | RAISED | can make calls, but cannot receive calls | NULL | 8 | YES |
| 88dfdcdb10 | 11 | sachin singh | gkp | 3 | RAISED | cannot make call, but receive call | NULL | NULL | NULL |
| 924bc4d496 | 12 | sads ascs | cas | 2 | RAISED | can make calls, but cannot receive calls | NULL | 7 | NO |
+----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
3 rows in set (0.03 sec)

mysql> select * from complaint;
+----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
| trackingId | userId | name | address | pincodeId | status | issue | feedback | engineerId | feild |
+----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
| 2f4d588a5e | 11 | dsdsf dfs | 32 | 1 | RAISED | cannot make call, but receive call | NULL | NULL | NULL |
| 4fc14850c5 | 12 | sachin singh | gkp | 2 | RAISED | can make calls, but cannot receive calls | NULL | 8 | YES |
| 88dfdcdb10 | 11 | sachin singh | gkp | 3 | RAISED | cannot make call, but receive call | NULL | NULL | NULL |
| 893766e8ff | 11 | scsdv vsd | vsd | 2 | RAISED | neither make nor receive calls | NULL | NULL | NULL |
| 924bc4d496 | 12 | sads ascs | cas | 2 | RAISED | can make calls, but cannot receive calls | NULL | 7 | NO |
+----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
5 rows in set (0.01 sec)

mysql> show tables;
+-----+
| Tables_in_complaintredressalsystem |
| arealist                            |
| complaint                           |
| user                                |
+-----+
3 rows in set (0.08 sec)

mysql>
```

```
MySQL 8.0 Command Line Client - Unicode
| jpa
| lco_films
mysql
ormlearn
performance_schema
quiz
sakila
shoe_shop
stock
sys
truyum
tutorial
users
world
+-----+
20 rows in set (0.07 sec)

mysql> use complaintredressalsystem;
Database changed
mysql> show tables;
+-----+
| Tables_in_complaintredressalsystem |
+-----+
| arealist
| complaint
| user
+-----+
3 rows in set (0.03 sec)

mysql> -
```

```
MySQL 8.0 Command Line Client - Unicode
| jpa
| lco_films
mysql
ormlearn
performance_schema
quiz
sakila
shoe_shop
stock
sys
truyum
tutorial
users
world
+-----+
20 rows in set (0.07 sec)

mysql> use complaintredressalsystem;
Database changed
mysql> show tables;
+-----+
| Tables_in_complaintredressalsystem |
+-----+
| arealist
| complaint
| user
+-----+
3 rows in set (0.03 sec)

mysql> desc areaList;
+-----+
| Field | Type | Null | Key | Default | Extra |
+-----+
| id    | int  | NO   | PRI  | NULL    |
| pincode | int  | YES  |      | NULL    |
| managerId | int  | YES  | MUL  | NULL    |
+-----+
3 rows in set (0.02 sec)

mysql> -
```

```
MySQL 8.0 Command Line Client - Unicode
ormlearn
performance_schema
quiz
sakila
shoe_shop
stock
sys
truyum
tutorial
users
world
+-----+
20 rows in set (0.07 sec)

mysql> use complaintredressalsystem;
Database changed
mysql> show tables;
+-----+
| Tables_in_complaintredressalsystem |
+-----+
| arealist
| complaint
| user
+-----+
3 rows in set (0.03 sec)

mysql> desc arealist;
+-----+
| Field | Type | Null | Key | Default | Extra |
+-----+
| id    | int  | NO   | PRI  | NULL    |          |
| pincode | int  | YES  | MUL  | NULL    |          |
| managerId | int  | YES  | MUL  | NULL    |          |
+-----+
3 rows in set (0.02 sec)

mysql> desc user;
+-----+
| Field | Type | Null | Key | Default | Extra |
+-----+
| id    | int  | NO   | PRI  | NULL    |          |
| name  | varchar(50) | YES  |      | NULL    |          |
| username | varchar(70) | YES  |      | NULL    |          |
| password | varchar(70) | YES  |      | NULL    |          |
| role   | varchar(15) | YES  |      | NULL    |          |
+-----+
5 rows in set (0.01 sec)

mysql>
```

```
MySQL 8.0 Command Line Client - Unicode
+-----+
| Tables_in_complaintredressalsystem |
+-----+
| arealist
| complaint
| user
+-----+
3 rows in set (0.03 sec)

mysql> desc arealist;
+-----+
| Field | Type | Null | Key | Default | Extra |
+-----+
| id    | int  | NO   | PRI  | NULL    |          |
| pincode | int  | YES  | MUL  | NULL    |          |
| managerId | int  | YES  | MUL  | NULL    |          |
+-----+
3 rows in set (0.02 sec)

mysql> desc user;
+-----+
| Field | Type | Null | Key | Default | Extra |
+-----+
| id    | int  | NO   | PRI  | NULL    |          |
| name  | varchar(50) | YES  |      | NULL    |          |
| username | varchar(70) | YES  |      | NULL    |          |
| password | varchar(70) | YES  |      | NULL    |          |
| role   | varchar(15) | YES  |      | NULL    |          |
+-----+
5 rows in set (0.01 sec)

mysql> desc complaint;
+-----+
| Field | Type | Null | Key | Default | Extra |
+-----+
| trackingId | varchar(50) | NO   | PRI  | NULL    |          |
| userId | int  | YES  |      | NULL    |          |
| name  | varchar(50) | YES  |      | NULL    |          |
| address | varchar(70) | YES  |      | NULL    |          |
| pincodeId | int  | YES  | MUL  | NULL    |          |
| status  | varchar(10) | YES  |      | NULL    |          |
| issue   | varchar(50) | YES  |      | NULL    |          |
| feedback | varchar(50) | YES  |      | NULL    |          |
| engineerId | int  | YES  | MUL  | NULL    |          |
| field   | varchar(5)  | YES  |      | NULL    |          |
+-----+
10 rows in set (0.01 sec)

mysql>
```

# Mind Map Diagram

coggle  
made for free at coggle.it

All the activities of all the use cases should be appropriately bound by session or other alternatives. Appropriate time-out to be provided for each user

