Level 2: Machine Task

Develop a **Complaint Management System** with two user roles: **Admin** and **Employee**.

👥 1. User Logins

- **Admin Login**

- **Employee Login**

🛠️ 2. Admin Panel – Features

✅ a. Employee Master

Create, view, and edit employee records including:

- Name

- Designation

- Personal Details

- Phone Number

- Salary

- **Etc.**

✅ b. Customer Master

Create, **view**, and **edit** customer information such as:

- Customer Name

- Contact Details

- Address

- **Etc.**

✅ c. Product Master

Create, **view**, and **edit** product-related details

- Product Name

- Price

- Tax

- **Etc.**

✅ d. Complaint Registration Form

Allow admin to register complaints with the following fields:

- Select **Customer** (Dropdown)

- Select **Product** (Dropdown)

- Select **Complaint Level** (Dropdown – Level 1, Level 2, Level 3)

- **Complaint Description** (Text Area)

- **Location Integration** (Google Maps or any third-party map tool)

- Assign to **Employee** (Dropdown)

- Options to **Save**, **View**, and **Edit** complaint records

Admin should be able to manage employee, customer, product, and complaint data.

👷 3. Employee Panel – Features

✅ a. Dashboard

Display:

- **Assigned Complaints** count

- **Unassigned Complaints** count

✅ b. Complaint Handling

Assigned Complaints:

- View complaints assigned to the logged-in employee

- Add **Remarks / Work Report**

- Update **Status**:

    - Pending

    - Closed

    - Not Closed

- **Note:** Employees **cannot reassign** complaints

Unassigned Complaints:

- View list of unassigned complaints

- Option to **"Assign to Me"**

- Once assigned:

    - Add **Remarks / Work Report**

    - Update **Status**: Pending, Closed, or Not Closed

🌟 Optional Enhancements (Bonus Points)

- Responsive UI

- Form validation and error handling

- Complaint status filters

- Logout functionality