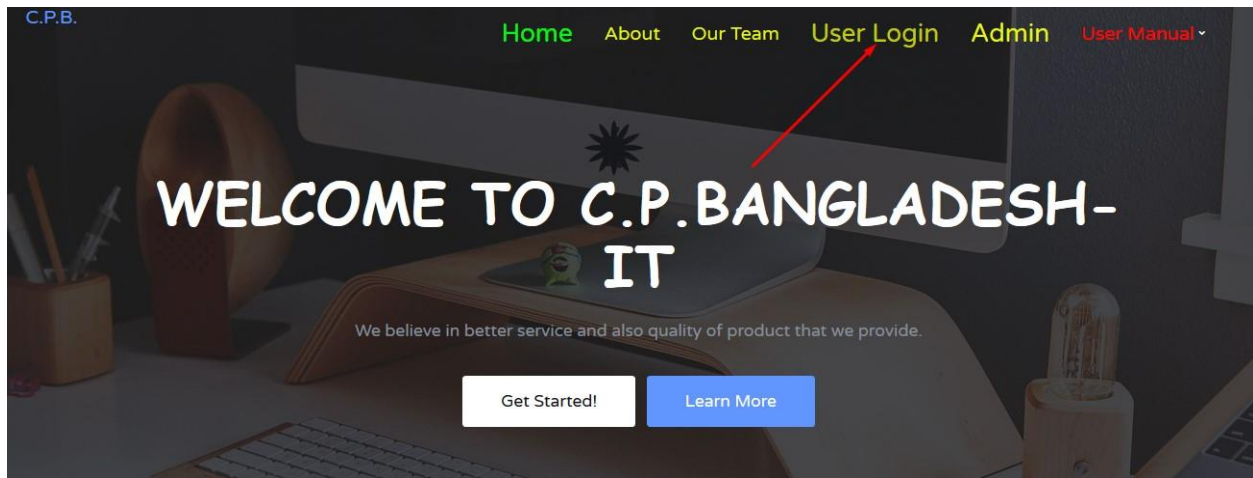


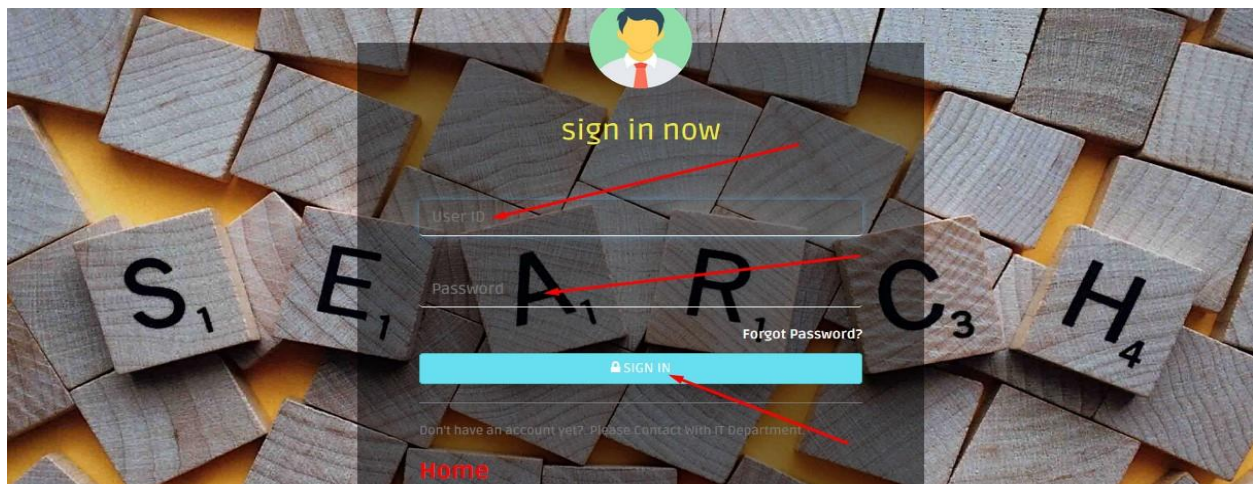


User manual for complain management system



Home page

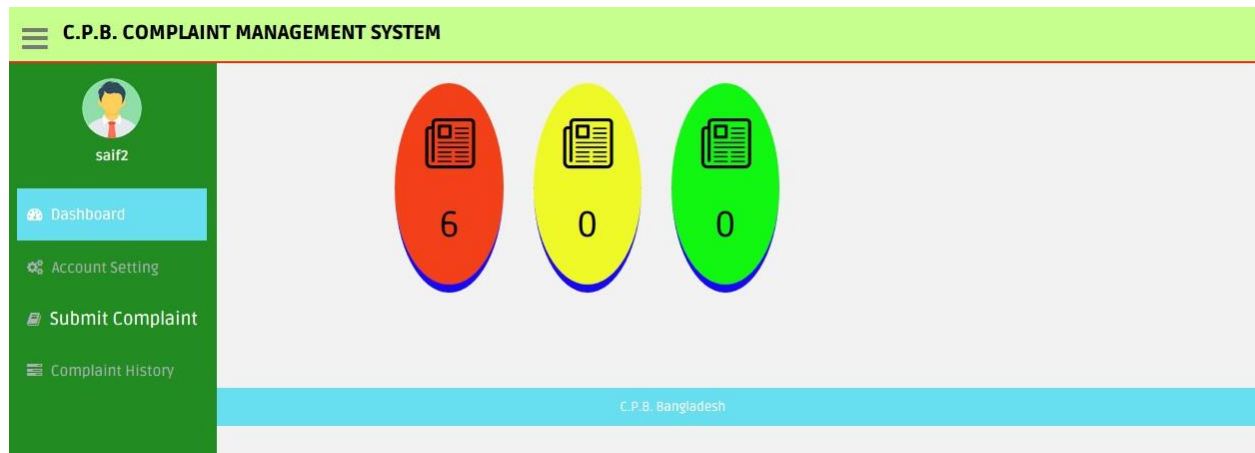
--Just click on "**User Login**", Then you will go to user login page...



Login page

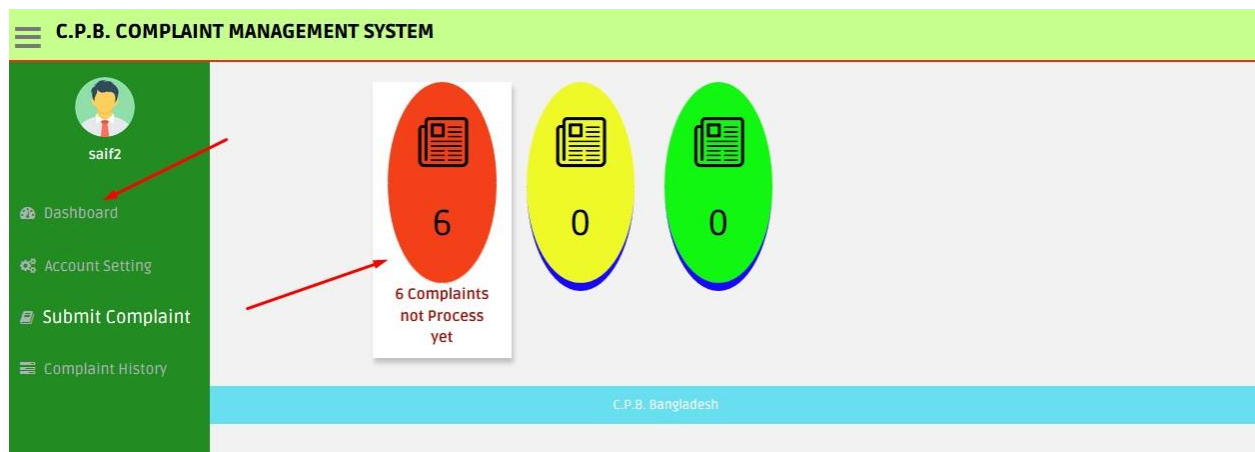
--Just put your user "**e-mail**" on user id field and also put your own "**Password**" in Password field.

Note: If you have no account. please, Contract with IT (Information Technology) Department.



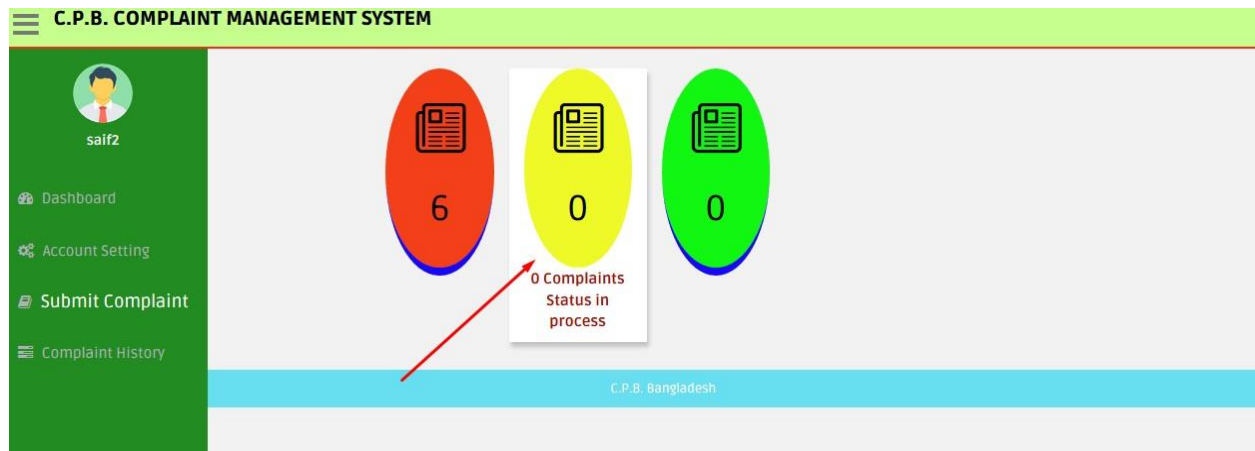
Complain Management Dashboard

--This is C.P. Bangladesh Complain Management Dashboard.



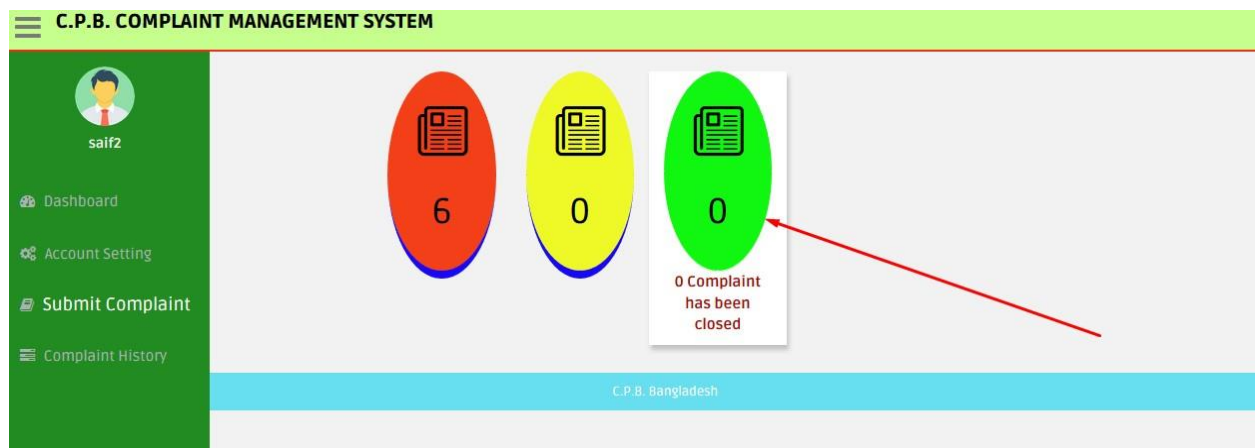
Complain Management Dashboard

--We can see how many **complain not yet Process** by indicating cursor



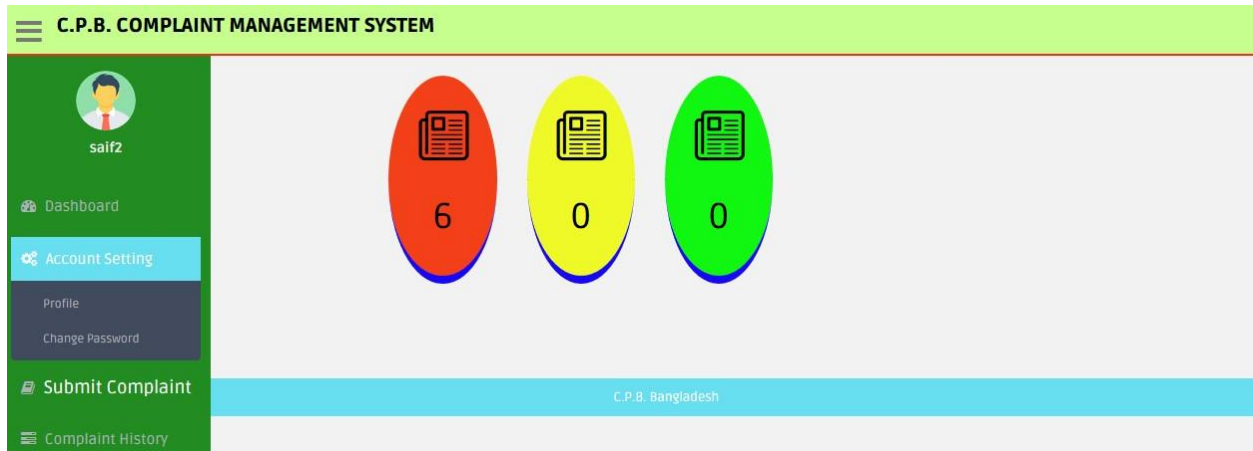
Complain Management Dashboard

--We can see how many **complain Status is Processing** by indicating cursor.



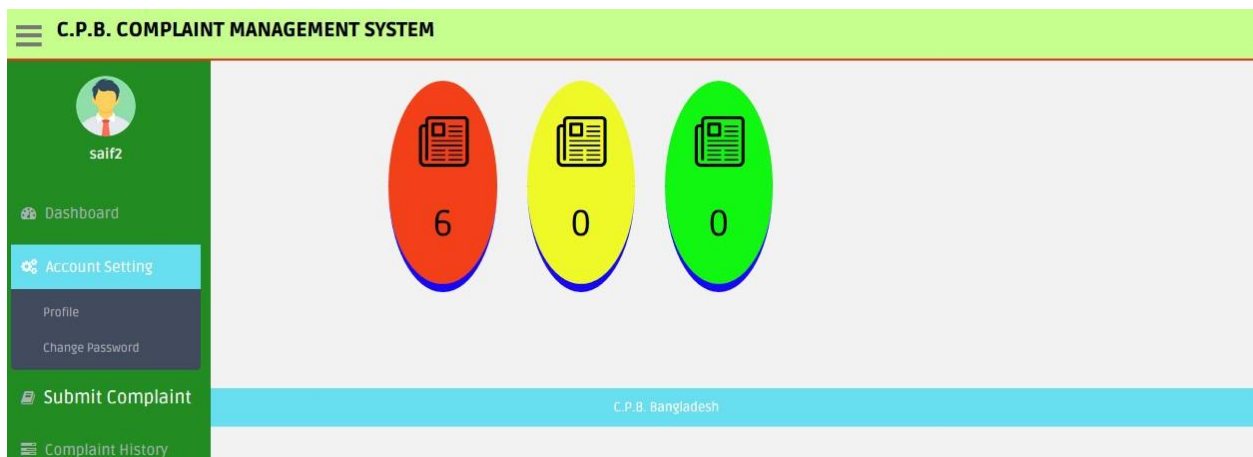
Complain Management Dashboard

--We can see how many **complain has been closed** by indicating cursor



Account setting

--In this option User can manage his own account personally.



Account setting

--Here we have two sub option. Frist one is **Profile** and second one is **Change password**.

saif2's Profile Details :

Last Updated at : 2018-07-03 11:02:04

Full Name : saif2

User E-mail : saif2@gmail.com

Contact number : 01707080401

Department Name : deptttt

Sub Department : sub_depttt

Branch Name : branchhhhhh

OfficeID Number : bd-889

Registration Date : 2018-06-20 11:54:32

National ID :

B.U. Head Nmae :

Account setting

Profile Info, by the help of this window user can re-write his or her own information. He or She can see Name, E-mail, Contract, Department, Sub Department, Branch Name, Office Id, Registration Date, National Id, B.U. Head. That means all information about you.

> Change Password

> User Change Password

Current Password

New Password

Confirm Password

Submit

Account setting

Change password by the help of this window user can change his or her password.

Register Complaint

--By using this window user can register his or her product complain. Details information are given here. User only select and submit his or her specific Complain.

--By using this window user can register his or her product complain.

Category here user have to select one option like.

"Hardware",for Hardware problem

"Network" for network problem

"Account Network" for accountant problem.

Hardware Register Complaint

--By using this window user can register his or her complain for **Hardware** section.

We have relation part that are useful for any user to specify complain details.

Category here user have to select one option like.

Sub Category,for Hardware problem

Model And Serial for network problem

Checkbox and dynamic written box which accessories are sent form user

Complain Written Box user can write problem details manually.

Files if any screensrort, PDF, files have then user can attach here.

The screenshot shows a web interface titled "> Register Complaint". On the left is a green sidebar with a user profile icon and the name "saif2", and a list of menu items: "ard", "t Setting", "t Complaint", and "int History". The main content area contains a form with the following elements:

- Category:** A dropdown menu with "application Support" selected. A red arrow points to this dropdown.
- Software Name:** A dropdown menu with "Select Software" selected. A red arrow points to this dropdown.
- Problem Name:** A dropdown menu with "Frist Select Software" selected. A red arrow points to this dropdown.
- Complaint Details (max 2000 words):** A large text area with the placeholder text "Write somthing about your problems.....". A red arrow points to this text area.
- File(if any):** A section containing a "Browse..." button and the text "No file selected.". A red arrow points to this section.
- Submit:** A blue button at the bottom right of the form. A red arrow points to this button.

Application Register Complaint

--By using this window user can register his or her complain for **Application** section.

We have relation part that are useful for any user to specify

complain details.

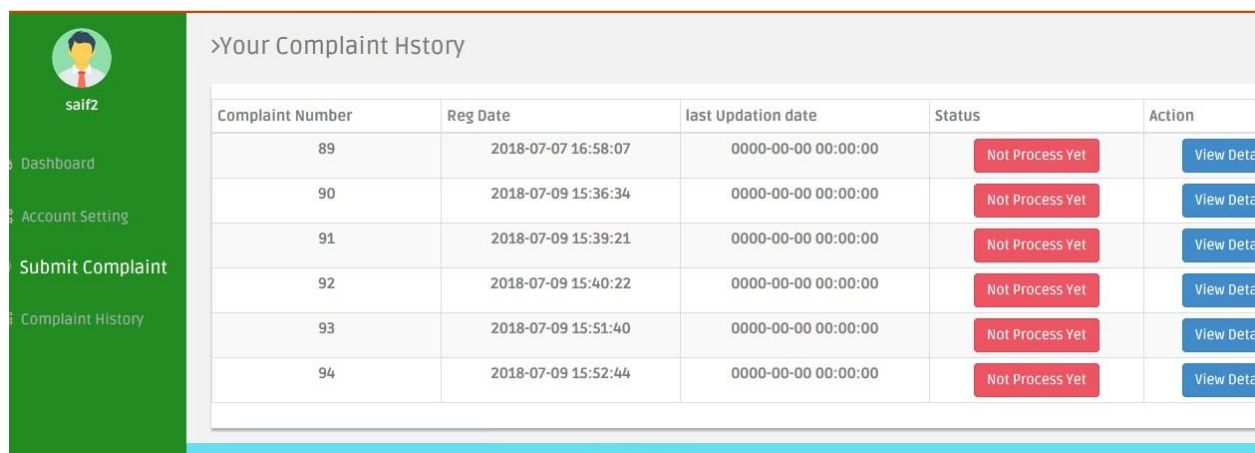
Category here user have to select one option like.

Software name,for application problem

Software problem type for software problem

Complain Written Box user can write problem details manually.

Files if any screensrort, PDF, files have then user can attach here.



Complaint Number	Reg Date	last Updation date	Status	Action
89	2018-07-07 16:58:07	0000-00-00 00:00:00	Not Process Yet	View Details
90	2018-07-09 15:36:34	0000-00-00 00:00:00	Not Process Yet	View Details
91	2018-07-09 15:39:21	0000-00-00 00:00:00	Not Process Yet	View Details
92	2018-07-09 15:40:22	0000-00-00 00:00:00	Not Process Yet	View Details
93	2018-07-09 15:51:40	0000-00-00 00:00:00	Not Process Yet	View Details
94	2018-07-09 15:52:44	0000-00-00 00:00:00	Not Process Yet	View Details

Complain History

---By using this window user can see how many complain he or she have with full details. And also complain status , like processing or colsed, and so on..

COMPLAINT MANAGEMENT SYSTEM

Logout

> Register Complaint

Category: application Support

Software Name: Select Software

Problem Name: Frist Select Software

Complaint Details (max 2000 words): Write something about your problems.....

File(if any): Browse... No file selected.

Log Out

---By using this button user can sign out with **session destroy**. And user will go back to home page.

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