Project Report

UML Complaint Management System

Shaili Trivedi
Student_id : 02008856
Shaili_Trivedi@student.uml.edu

Dharti Patel
Student_id : 02007206
Dharti_Patel1@student.uml.edu

Abstract

We are planning to create a Complaint management system where university student, employees and faculty can register their complaints by creating new account or signing into existing account. After filing a complaint, admin will receive a notification with the complaint ID. The purpose of hiding complaint details is to make secure environment around university and make user comfortable to talk about incidences happing around them by keeping their identity secret. If the user is dissatisfied with the department's response or observes the same situation recurring, he or she may reactivate the original complaint and this time complaint will get notified to higher-ranking member of the hierarchy in respective department.

Problem Statement

Let's assume that someone reported a student who was misbehaving in the campus shuttle at night. Upon receiving of the complaint, the administrator will inform the Transportation Department about it here we are trying to keep the user's details secret, ensuring that he / she won't experience any further problems.

Role and Tasks

Me and my team member are working on the final term project to complete the entire web development project with working UI/UX, backend and to store data in appropriate platform. We will divide the work equally amongst us.

Technologies and Tools used

For the front-end development, the project will contain HTML, CSS, JavaScript, Bootstrap and might add other technologies in future development to make it more user friendly. Same ways we are planning to use Java and Spring for the back end and data of the project will be stored using appropriate platform. The project will basically have 3 main models : User, Departmental and Admin.

Weekly_Project_Progress_Report_1

Project Name : UML Complain Management System

Team Members : Shaili Trivedi and Dharti Patel

Work Done:

Shaili Trivedi : I have created front end for the system. For the system's front end, I have created 5 Home Pages(Welcome page, Register Complaint Page, Track Complaint Page, Re Complain Page and Feedback Page) also with Contact Us Page using HTML, CSS, JavaScript, and Bootstrap.

Dharti Patel : My team member has created rest of the login/register pages such as User, Admin and Department Page using HTML, CSS, JavaScript and Bootstrap.

Future Implementation :

For the next week we are planning to implement backend and create database for individual User Model, Admin Model and Department Model.

Weekly_Project_Progress_Report_2

Project Name : UML Complain Management System
Team Members : Shaili Trivedi and Dharti Patel
Work Done:

Shaili Trivedi : I have created front end for the system. For the system's front end, I have created 5 Home Pages(Welcome page, Register Complaint Page, Track Complaint Page, Re Complain Page and Feedback Page) also with Contact Us Page using HTML, CSS, and JavaScript last week(week_1). For week_2 I have made some changes to the page created which were already created last week. The changes made where required for the smooth functioning and to make it more user friendly. When the user signup/login page with JavaScript validation has been developed. Along with that for the User model, I have created Dashboard page where it contains different management skills of the complaint, such as list down all the complaints registered by the user with other required details, register new complaint , track previously reported Complaint. The individual page for New Complaint and Track Complaint are under construct. For this week mainly I have created the design for the dashboard and managed to have all the functionalities required by user on the dashboard page. Additionally, brief statistic is shown on the dashboard page such as total complaint registered by the user, total complaints solved, pending complaints to be solved and number of complaints solved or closed complaints. Complain List Page is also developed which is mainly linked to Dashboard Page. Complaint List Page contains detail information regarding the complaints registered such as Complait_ID, Nature of Complaint, Date of Complaint, Status and inside the view details option, it contains all the details regarding the complaint. All of these pages are made using HTML,CSS and JavaScript.

Dharti Patel : Created Database Model Name Admin, Department, User, Merged and UserComplaint. Also, she is created an entity layer, where we can connect to controller. For this week she has created connection for the User Model.

Future Implementation :

For the next week we are planning to work more on individual models User, Admin and Departmental Model in more detail way. And make changes to the previously generated page as per requirement. Adding to that Integrating the database to the front-end design will be our one of the biggest challenges.

Project Report

Weekly_Project_Progress_Report_3

Project Name : UML Complain Management System
Team Members : Shaili Trivedi and Dharti Patel
Work Done:

Shaili Trivedi : For this week, I have worked on learning new language/technology i.e., Bootstrap and Spring Framework for the project and implemented that on the Front-end and Back-end skills. I have developed four HTML page ,mainly Admin Side pages such Admin_Dashboard, Admin_ComplaintList, Admin_UpdateComplaint, and Admin_DepartmentList. For all the above pages mentioned I have used technologies such as HTML, CSS, JavaScript, and Bootstrap. All these pages have necessary information regarding what Admin should have access to. The functionalities such as total departments involved in the system, update any complaint(if needed), add department, Detailed Complain, Block Complaint if found bogus, and many more has been implemented for the UI/UX of the Complaint Management System. Additionally, some of the page also contains overall statics of the Also, made changes to the HTML pages made on week_1 and week_2 , as per requirement. Other than Front-end, to connect the frontend and backend , converted appropriate HTML files to JSP and worked on part of Spring coding. Also, I have attached screenshot of the working page of the system.

Dharti Patel : My team partner also worked on creating front-end for some of the Admin Pages and worked on structure creating for the system. As a team we managed to create Database for the User, Admin and Department Panel.

Future Implementation :

For the next week we are planning to fetch the data from the database and show it on the UI/UX of the complaint management system for the User Panel. We will try to have complete working side of User by the next submission. The technologies we will be using includes HTML, CSS, JavaScript, Bootstrap, MySQL, Java, Spring and other if required.

Weekly_Project_Progress_Report_4

Project Name : UML Complain Management System
Team Members : Shaili Trivedi and Dharti Patel
Work Done:

Shaili Trivedi : For this week, I worked on the Department side panel and , also implemented technique which I learned last week(Bootstrap) more efficiently. For the department side I created the design and added required functioning to the department side. I have developed the front-end for the Department side panel, which basically contains Department Dashboard, Department Complaint List and Resolve/Update the Complaints, List of Resolved Complaints. The Dashboard will also contain some of the statistics such as complaints received and/or solved bar graph with respect to the different Departments. Department will only have rights to solve/update the complaints received. Departments can also pass on the complaints to the higher authority or to different department if required. The front-end of the Department is made keeping all the aspects in mind. The UI/UX of the User, Admin and Department are developed using technologies such as HTML, CSS, JavaScript, and Bootstrap. Also, I have debugged the front-end pages and tested working of the UI/UX of Department Page. Side by side , I am working on creating the JSP page for all of User, Department and Admin side. Along with that me and my team are coordinating regarding adding or updating or deleting any functionalities; if required, according to the back- end of the Project. We are under testing phase for the efficient working of the User's side.

Dharti Patel : My team partner worked on creating the structure for the backend of the User's side Login. The functionality of session starts, and session end are implemented for the User's Login Page. New users can register them self to the portal and that data will be stored in the database. The backend of the user side is implemented by my team member(Dharti Patel).

Future Implementation :

For the upcoming weeks we are planning to have completely working system for the admin side along with the User's. Also, will be going through the debugging and testing of the website. Integrating the front-end and back-end for all the three modules(User, Admin and Department) of the project are our target to be done.