



- Firstly, User will login to the Page
- Fill necessary details
- Submit the Query and it will save in database

User

- Query will be fetch and engineers will be assigned to it
- If Query is solved Successfully then a feedback form will be generated.
- If Query is not Solved then

engin.

Suggestion →

- ① New engineers will be assigned.
- ② No action (Money will be refunded)

ADMIN SIDE

- Admin can access every info. (Eg- About User, about engineers, which query assigned to which engineers and also it can manage query like Query is solved or not).
- Admin can add new engineer to the database