



- 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 .....

Suggestion

→ ① New engineers will be assigned.

② No action (Money will be refunded)

engineer

## 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

Yellow is primary Key

Pink is foreign Key

