Definition Of The Problem

To define the problem we have to study the existing system ,the problems in the existing
system and the needs of the system. After this we will explain the proposed system.

Following Points Are defined for the definition of problem:

1. Existing System
2. Needs of the system
3. Proposed system

Objectives and scope of the Project

An effective complaints management system is integral to providing quality customer
service. It helps to measure customer satisfaction and is a useful source of information and
feedback for improving services. Often customers are the first to identify when things are not
working properly.

Implementing effective complaints management systems within public sector agencies:

- Improves Companies internal complaints handling
- Reduces recurring complaints
- Improves standards of service to the community
- Raises standards of administrative decision-making

Theoretical Background

A good complaints management system is one of the crucial requirements for successful businesses when managing customers' needs and protecting their brand. Through the implementation, assessment, certification and training of a complaints management system we can help you to make big leaps in delivering customer satisfaction."A complaint is an expression of dissatisfaction made to an organization, related to its products, or the complaints handling process itself, where a response or resolution is explicitly implicitly expected." Definition from ISO 10002:2004

Methodology Adopted

Prototyping Model has been used for software development according to which a throwaway prototype of the proposed system, based on the currently known requirements, is given to the user so that he has a fair idea about how the proposed system is going to be like. This will help him in deciding the interface, input and output requirements. It can be easily adjudged that inputs and outputs are big in number, can increaseexponentially and may create a big chaos if

not restricted properly. As the user spends some
time on the prototype, he will become more precise about his own inpu output Requirements.
This prototype will provide him with an environment analogous to the proposed system's
environment.

Understanding .Net Frame Work

The .Net framework can be defined as a language neutral platform designed to provide a
number of rich and powerful application development tools and technologies. It has an
extensive class library that provides wide-ranging support for data access..Net framework has
an independent code execution and management environment called the Common
Language Runtime (CLR) which ensures that code is safe to run, and provides an abstract
layer on top of the operating system, which allows the elements of the .Net framework
to run on many operating systems and devices.

Microsoft SQL Server™ 2005

Microsoft SQL Server 2005 is a full-featured relational database management system

(RDBMS) that offers a variety of administrative tools to ease the burdens of database
development, maintenance and administration. In this article, we'll cover six of the more
frequently used tools: Enterprise Manager, Query Analyzer, SQL Profiler, ervice Manager,
Data Transformation Services and Books Online.

Key Tasks Of The Project:

i. To prepare database.
ii. To prepare stored procedures.
iii. To prepare Business Logic Layer.
iv. To prepare web pages.
v. To handle the control navigation from other pages
vi. Writing the Code Behind pages for the web pages.
vii. Database Design
viii. Writing Stored Procedures.
ix. Apply all the check constraints according to the requirements.
x. Designing all the classes for Business Logic Layer (BLL).

System Analysis Introduction

System analysis is the process of studying the business processors and procedures, generally
referred to as business systems, to see how they can operate and whether improvement is
needed.This may involve examining data movement and storage,

machines and technology
used in the system, programs that control the machines, people providing inputs, doing the
processing and receiving the outputs.

Investigation Phase

The investigation phase is also known as the fact-finding stage or the analysis of the current
system. This is a detailed study conducted with the purpose of wanting to fully understand the
existing system and to identify the basic information requirements. Various techniques may
be used in fact-finding and all fact obtained must be recorded. A thorough investigation was
done in every effected aspect when determining whether the purposed system is feasible
enough to be implemented

Investigation

As it was essential for us to find out more about the present system, we used the following
methods to gather the information: -
1. Observation: - Necessary to see the way the system works first hand.
2. Document sampling: - These are all the documents that are used in the

system. They are
necessary to check all the data that enters and leaves the system.
3. Questionnaires: - These were conducted to get views of the other employees who are
currently employed in the system.

Analysis Of The Investigation

Strengths of the System
1. No complex equipment: - The equipment that is used is very simple and no special
skills have to be mastered to be able to operate the system. Therefore no training is
required for the employees.
2. Low cost: - There is little money spent in maintaining the present system other than
buying the necessary office equipment and the ledgers.

Constraints And Limitations

The constraints and limitation within a system are the drawbacks that occur during the
implementation of the system. These limitations and constraints can crop up in almost every
system; the most important fact is to find a way to overcome these problems.
Software design is the first of three technical activities – design, code

generation, and test thatare required to build and verify the software. Each activity transforms information in manner
that ultimately results in validated computer software.
The design task produces a data design, an architectural design, an interface design and
component design. The design of an information system produces the details that clearly
describe how a system will meet the requirements identified during sytem analysis. The
system design process is not a step by step adherence of clear procedures and guidelines.
When I started working on system design, I face different types of problems; many of these
are due to constraints imposed by the user or limitations of hardware and software available.
Some times it was quite difficult to enumerate that complexity of the problems and solutions
thereof since the variety of likely problems is so great and no solutions are exactly similar
however the following consideration I kept in mind during design phased.

Types

There are various measures of feasibility that helps to decide whether a particular project is
feasible

or not. These measures include –

1. Operational Feasibility
2. Technical Feasibility
3. Economical Feasibility

Operational Feasibility

A proposed system is beneficial only if it can be turned into an information system that will meet the operational requirements of an organization. A system often fails if it does not fit within existing operations and if users resist the change.

Important issues a systems developer must look into are:

- Will the new system be used if implemented in an organization?
- Are there any major barriers to implementation or is proposed system accepted without destructive resistance?

The whole purpose of computerizing the Complaint Management is to handle the work much more accurately and efficiently with less time consumption. There will be additional work to be completed, because now the cellular company will have to maintain database of both their employees as well as their CustomersCompared to the semi-computerized system the chances of avoiding errors in a computerized system is much higher because the user need not stress himself unnecessarily resulting in recklessness. Unlike the semi-computerized system there would be

backup data for all the
information concerning the daily transactions occurred within the organization.
Another important fact to be regarded is the security control, which is handled by the system.
Since data regarding each Customer and the Organization is confidentil, security is a key
issue. Information falling into the wrong hands could jeopardize the entire organization.
Unlike in semi-computerized systems
The proposed system offers adequate control to protect the organization against fraud and
embezzlement and guarantees the accuracy and Security of data and information. This is
handled by the system providing individuals with separate login names and passwords.
The new system is user-friendlier, which enables the end-user to complete his/her work
efficiently and accurately with interest. After taking the above fact into consideration we can
state the operating of the proposed system within the organization feasible.
In this phase of the feasibility study the following two main topics
1. Technical Performance Aspect and
2. Acceptance within the organization
Technical performance aspect is explained in the technical feasibility report and there is no

new information is needed in this to explain it again, but as for the acceptance within the
organization the following points are important and those are explained according to the
topics

Economical Feasibility

In making recommendations a study of the economics of the proposed system should be
made. Even though finding out the costs of the proposed project is difficult we assume and
estimate the costs and benefits as follows. According to the computerized system we propose,
the costs can be broken down in two categories.
1 Costs associated with the development of the system.
2 Costs associated with operating the system.

System Security

System security is a vital aspect when it comes to developing a system. The system should
ensure the facility Of preventing unauthorized personnel from accessing the information and
the data within the system. The system should provide total protection for each user’s
information so that the integrity of data is sustained and also prevent hackers from hacking

the system.
The proposed system ensures the security and the integrity of data. This is done by providing
a password login system for each authorized users. And for example the System
Administrator has access to all kinds of information.
By providing this facility information is properly managed and information is protected. For
example the system administrator’s day to day tasks are lessened and easier because he
doesn’t have to have a constant eye on the system and worry about hackers hacking the
system

CHOICE OF PLATFORM

Software Requirement
.NET Framework System Requirements
To ensure adequate performance, .NET Framework has the following minimum and
recommended system requirements for client and server applications

Methodology Adopted

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It can be easily adjudged that inputs and outputs are big in number, can increase
exponentially and may create a big chaos if not restricted properly. As the user spends some
time on the prototype, he will become more precise about his own inpu output Requirements.
This prototype will provide him with an environment analogous to the proposed system's
environment.
Due to object oriented support in .NET, various concepts (like reusability,
polymorphism, isolation etc.) are already there but for the efficient management of system
components, Component based Software Engineering will also be exercised which will help
in a resultant library of components, the benefit of which will be reusability and fast
development.
Due to lack of hierarchical structure in object oriented approach, there is no meaning of
Bottom-up or Top-down testing. Testing will begin from the rudimentary levels of the system
and will move towards higher level components, which will be based on design phase rather

1Whether the system provides right information to the right place?

In the current system which is the semi computerized system the information may be lost in
the process of sending from one place to another. This is mainly due to human interaction in
the process of the transferring information from one place to another.
Whether the new system affects the current users in the system?
The new proposed system will affect the users in the following areas

- Accuracy
- Efficiency
- Productivity
- Robustness
- Lesser time consuming

Technical Feasibility

Based on the outline design of the system requirements in terms f inputs, output, Procedures,
the technical issues raised during technical feasibility include:
1. Does the necessary technology exist to do what is proposed?
Page | 262. Does the proposed equipment have the technical capacity to hold the data required to
use in the new system?
3. Adequate responses provided by the proposed system?
4. Is the system flexible enough to facilitate expansion?
5. Is there any technical guarantee of accuracy, reliability, ease of access and data
security?

The system developer’s task is to view needed capabilities in light of currently available
technology. Our site works hand in hand with high technology. A database has to be
maintained in order to update and backup data whenever required. To create databases we use
SQL server. After taking the above facts into consideration we can state that the new
proposed system is technically feasible.

Economical Feasibility

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