

My rough idea for this project is to set up a system that would be able to sort and organize complaints or help requests for a company. The user would enter their input, which could be a request for help, a complaint about the company of service, or another inquiry about something. Before the user can send their message, they have to login or create an account with the website so there will be a class for that. My idea for the sorting system is that the user inputted message will be scanned for keywords and then sent to a corresponding array list made up of strings. At any time the employee can access all of the complaints in a given array list by calling upon a method that when activated by a keyword will cause the given array list to be printed out. This would be a good project design because I believe that it would help with some help systems that are automated as it will allow specialized workers to give help for the requests that concern their expertise, and not a generic question that they would be wasting their time on. I also feel that this is a practical goal to achieve for the project because of the introduction of array lists in our lessons. Since you can keep adding to them, there is no struggle of having too many complaints in one array, or too many help requests in another array. The employee would also be able to remove a request for help or a complaint against the company if it has been completed or they deem it necessary. There could also be a system that auto replies to a user inputted message with a response of how the request will be looked at shortly, and thanking them for sending a message. This is still a rough idea but I feel that there is a lot of potential for it.