You should follow the guidelines in the project description for the structure of this document.

Brian Sprague Final Write-Up

This project is too simple 40/50

This project creates a better system for dealing with customer complaints. With this new system, user entered complaints would be scanned for keywords and then sent to a corresponding list where problems with similar characteristics can be dealt with together. This could also allow companies to see if they have a specific problem that is resonating with customers a lot.

I saw this project as a way to show filtering in an application project. My plan is that there will be a class that is dedicated to take the user inputted complaint. The array lists that they can sort into will be for passwords, employee complaints, and then a third array list for just general complaints. Users will be prompted to start their complaint with a keyword that corresponds to each array list. There will be a different class for each array list, which will be used to deal with the complaints. A complaint will be pulled from the array list, here it will be "solved" by the employee, but since I can't solve a fake complaint for a fake company there will be no outside solving. After it is pulled a message will be printed thanking the user and it will possibly be joined with a suggestion. The complaint will then be removed from the array list. This process is something that could be used to help any companies that have an outdated support system.

Each of the three subclasses that are meant for each type of complaint will have access to the array lists. However, each subclass will only interact with their specified array list. When inside one of the classes, the first check will be if the specified array list is empty. If it is empty, nothing will be done in that class because there are no complaints. But, if there is a complaint a

help message will be printed for the user and if solved the complaint will then be removed from the array list.

The users will only put input into one of the classes, the other three will not be changed by the user. The methods present in the classes will be able to remove complaints and handle them accordingly. The main goal of this project is to ease and simplify the customer complaint system for companies.

When starting the program, the user will be prompted to input their complaint, but begin the complaint with one of the designated keywords. If one of the three possible keywords are not present, then a message will be printed that a keyword is needed, and nothing will be done with the complaint. The only input that is needed from the user is for the complaint itself, and this is meant to ease the process for the user, and it allows the program to do most of the heavy lifting.

There are other companies out there who may already have a more than capable way to handle their complaints and help requests, but this system is a good one for a company who either does not have a filtering system or has a poorly executed one.

Citations

"Customer Complaints Management For Final Year (PHP, Java, Andr..." *Lovelycoding.org*, services.lovelycoding.org/complaint-management-system/.

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Final Project UML