**Complaint Redressal System**

**Project Objective:**

Building a Full Stack Website for ABC Telecom Ltd. By using Spring Boot for the java services and Angular for the UI services .

**Writeup:**

This project is implemented in angular for frontend and for backend Spring Boot is used. The four components that are used in application are admin, manager, customer, engineer . Admin can login into his account and perform operations like :

1. Add Manager
2. Add Customer
3. Add Engineer
4. View Managers
5. View Customers
6. View Engineers

In the same way manager login and assigns the engineer to customer who have raised the complaints . The engineer who is assigned the complaint will be able to see the issue of the customer . Customer can create complaint and view his complaints . In the backend there will be mainly four packages they are model , repository , controller and exception. Model mainly stores the variables that are present in the database and connects to the particular table . In the repository an interface is created and it extends the model and also includes JpaRepository . JpaRepository mainly deals with the CRUD operations like create, update, read and delete . Controller is main package which implements the CRUD operations and also consists of PostMapping , GetMapping , PutMapping . Angular connects to these api’s by creating classes and services for the each component . These services are injected to the typescript file of the each component . BaseURL is created in the service file and it is injected into the method that is created in it. This particular method is implemented in the typescript file with the help of the subscribe method . For the create operation we use post method , update operation we use put method , read operations we use get method . Forms are to take input from the user . Finally the operations are performed with the help of both frontend and backend .