

# SimpliLearn Capstone Project: ComplaintRedressalSystem

## Complaint Management System for ABC telecom Ltd.

Submitted by: KAVIN K R

Date of submission : 16-06-2023  
GitHub Project Repository URL : [GitHub Link](#)

### Login Page:

ABC Telecom Ltd. Welcome guest!! Login

### COMPLAINT REDRESSAL SYSTEM

Log in

Username  
Username

Password  
Password

Sign in

### Customer Screen:

ABC Telecom Ltd. Welcome haripriya!! Log out

### Customer Dashboard

Create a complaint

Complaint Id	Customer Name	Customer Address	Pincode	Customer Contact	Complaint Subject	Complaint Details	Feedback	Tickets	Created At
1	Ram	Kodumudi,Erode,Tamilnadu	638151	7675468390	Unable to make calls	Not able to hear any tone. Unable to make calls	Issue not resolved.Stil exists.	1 CLOSED 2 CLOSED Raise Ticket	03-Jun-23 11:45
2	Vinith	Unjalur,Erode,Tamilnadu	638152	7010789145	Broadband Not Working	DSL light not blinking. Unable to connect to the dial-up connection	Not given	3 WIP	03-Jun-23 12:32
3	HariPriya	Karattupalayam, Vengampur, Erode	638150	9578544327	Cannot make or receive calls	No tone. Nothing happens when i pick the phone.	Not given	4 RAISED	11-Jun-23 04:44
4	HariPriya	Unjalur, Erode	638109	9578544327	Cannot make a call but receive a call	Unable to make a call. Disconnected whenever i try to make a call.	Not given	5 CLOSED Raise Ticket	11-Jun-23 05:24

## Create a Complaint:

ABC Telecom Ltd. Welcome haripriya! [Log out](#)

Customer Dashboard [Create a complaint](#)

Complaint Id	Customer Name	Customer Address	Pincode	Customer Contact	Complaint Subject	Complaint Details	Feedback	Tickets	Created At
1	Ram	Kodumudi,Erode,Tamilnadu	638151	7675468390	Unable to	Not able to hear any	Issue not	1 <b>CLOSED</b>	03-Jun-

### Raise complaint

Enter your name

Enter your address

Select Pin

Enter your contact No

Select Subject

Enter complaint details

[Submit](#)

## Complaint Acknowledgement:

ABC Telecom Ltd. Welcome haripriya! [Log out](#)

Customer Dashboard [Create a complaint](#)

Complaint Id	Customer Name	Customer Address	Pincode	Customer Contact	Complaint Subject	Complaint Details	Feedback	Tickets	Created At
1	Ram	Kodumudi,Erode,Tamilnadu	638151	7675468390	Unable to make calls	Not able to hear any tone. Unable to make calls	Issue not resolved.Still exists.	<div>1 <b>CLOSED</b></div> <div>2 <b>CLOSED</b></div>	03-Jun-23 11:45

### Complaint Registered

Your complaint is successfully registered.

Complaint reference number:ABCCR0009

Ticket Id:11 is created against your complaint. The concerned area manager will shortly assign an engineer to resolve your issue. Keep track of the ticket status from customer dashboard.

receive a call whenever i try to make a call. [Raise Ticket](#)

## Manager Screen – View all tickets:

ComplaintRedressalSystemUI

localhost:4200/manager/managerall

Log out

ABC Telecom Ltd.

Manager Dashboard

View All Tickets

View Open Tickets

TicketID	Status	Date of creation	Last Updated	Area Manager	Complaint Details	Assigned Engineer
1	CLOSED	03-Jun-2023,11:45:46	12-Jun-2023,09:32:28	PavanPranesh		DeepakS
2	CLOSED	03-Jun-2023,11:55:07	13-Jun-2023,10:50:33	ManoNithi		DeepakS
3	WIP	03-Jun-2023,12:32:32	14-Jun-2023,03:52:05	MohanSundaram		GuhanesshK
4	RAISED	11-Jun-2023,04:44:05	11-Jun-2023,04:44:05	ManoNithi		Not Assigned
5	CLOSED	11-Jun-2023,05:24:48	14-Jun-2023,10:17:55	ManoNithi		Hari Viki
6	CLOSED	11-Jun-2023,06:10:20	14-Jun-2023,03:52:35	MohanSundaram		Hari Viki
8	CLOSED	11-Jun-2023,06:14:15	14-Jun-2023,03:52:40	MohanSundaram		Hari Viki
9	ESCALATED	13-Jun-2023,06:21:30	13-Jun-2023,10:50:16	PavanPranesh		DeepakS
10	WIP	14-Jun-2023,10:14:52	14-Jun-2023,10:18:01	MohanSundaram		Hari Viki
11	RAISED	16-Jun-2023,09:41:59	16-Jun-2023,09:41:59	MohanSundaram		Not Assigned

## View Complaint data:

ABC Telecom Ltd.

Welcome mohan\_sundaram!!

Log out

Manager Dashboard

View All Tickets

View Open Tickets

TicketID	Status	Date of creation	Last Updated	Area Manager	Complaint Details	Assigned Engineer
1	CLOSED					DeepakS
2	CLOSED					DeepakS
3	WIP					GuhanesshK
4	RAISED					Not Assigned
5	CLOSED					Hari Viki
6	CLOSED					Hari Viki
8	CLOSED					Hari Viki
9	ESCALATED					DeepakS
10	WIP					Hari Viki
11	RAISED					Not Assigned

Complaint Details

Complaint Reference Number

ABCCR0009

Customer Name

Haripriya

Customer Address

Unjalur, Erode, Tamilnadu

Pincode

638152

Customer Contact Number

9987231100

Complaint Subject

Cannot make a call but receive a call

Complaint Details

Unable to make a call. Need immediate redressal.

Complaint Feedback

Not Given

Complaint raised date

16-Jun-23 09:41

## View open tickets:

ComplaintRedressalSystemUI

localhost:4200/manager/manageropen

Log out

ABC Telecom Ltd.

Manager Dashboard

View All Tickets

View Open Tickets

TicketID	Status	Date of creation	Last Updated	Area Manager	Complaint Details	Assigned Engineer
3	WIP	03-Jun-2023,12:32:32	14-Jun-2023,03:52:05	MohanSundaram		GuhanesshK
10	WIP	14-Jun-2023,10:14:52	14-Jun-2023,10:18:01	MohanSundaram		Hari Viki
11	RAISED	16-Jun-2023,09:41:59	16-Jun-2023,09:41:59	MohanSundaram		Assign Engineer

## Assign Engineer:

ABC Telecom Ltd. Welcome mohan\_sundaram!! [Log out](#)

Manager Dashboard

[View All Tickets](#) [View Open Tickets](#)

TicketID	Status	Date of creation	Last Updated	Area Manager	Complaint Details	Assigned Engineer
3	WIP	03-Jun-2023,12:32:32	14-Jun-2023,03:52:05	MohanSundaram		GuhaneshK
10	WIP	14-Jun-2023,10:14:52	14-Jun-2023,10:18:01	MohanSundaram		Hari Viki
11	RAISED					

Assign Manager

TicketID: 11

Pincode: 638152

Select Engineer:

[Assign](#)

[Assign Engineer](#)

ComplainRedressalSystemUI x +

localhost:4200/manager/manageropen

port favourites | Amejia481/Associat...

localhost:4200 says  
Engineer Assigned [OK](#)

ABC Telecom Ltd. Welcome mohan\_sundaram!! [Log out](#)

Manager Dashboard

[View All Tickets](#) [View Open Tickets](#)

TicketID	Status	Date of creation	Last Updated	Area Manager	Complaint Details	Assigned Engineer
3	WIP	03-Jun-2023,12:32:32	14-Jun-2023,03:52:05	MohanSundaram		GuhaneshK
10	WIP	14-Jun-2023,10:14:52	14-Jun-2023,10:18:01	MohanSundaram		Hari Viki
11	RAISED					

Assign Manager

TicketID: 11

Pincode: 638152

Select Engineer:

[Assign](#)

ABC Telecom Ltd. Welcome mohan\_sundaram!! [Log out](#)

Manager Dashboard

[View All Tickets](#) [View Open Tickets](#)

TicketID	Status	Date of creation	Last Updated	Area Manager	Complaint Details	Assigned Engineer
3	WIP	03-Jun-2023,12:32:32	14-Jun-2023,03:52:05	MohanSundaram		GuhaneshK
10	WIP	14-Jun-2023,10:14:52	14-Jun-2023,10:18:01	MohanSundaram		Hari Viki
11	ASSIGNED	16-Jun-2023,09:41:59	16-Jun-2023,09:46:44	MohanSundaram		DeepakS

## Engineer Screen – View all engineer tickets:

ComplainRedressalSystemUI x +

localhost:4200/engineer/alltickets

port favourites | Amejia481/Associat...

ABC Telecom Ltd. Welcome deepak\_07!! [Log out](#)

Engineer Dashboard

[View All Tickets](#) [View Open Tickets](#)

TicketID	Status	Date of creation	Last Updated	Area Manager	Complaint Details	Assigned Engineer
1	CLOSED	03-Jun-2023,11:45:46	12-Jun-2023,09:32:28	PavanPranesh		DeepakS
2	CLOSED	03-Jun-2023,11:55:07	13-Jun-2023,10:50:33	ManoNithi		DeepakS
9	ESCALATED	13-Jun-2023,06:21:30	13-Jun-2023,10:50:16	PavanPranesh		DeepakS
11	ASSIGNED	16-Jun-2023,09:41:59	16-Jun-2023,09:46:44	MohanSundaram		DeepakS

## View Complaint data:

ABC Telecom Ltd. Welcome deepak\_07!! Log out

Engineer Dashboard

View All Tickets View Open Tickets

TicketID	Status	Date of creation	Last Updated	Area Manager	Complaint Details	Assigned Engineer
1	CLOSED					DeepakS
2	CLOSED					DeepakS
9	ESCALATED					DeepakS
11	ASSIGNED					DeepakS

Complaint Details

Complaint Reference Number

ABCCR0009

Customer Name

Haripriya

Customer Address

Unjalur, Erode, Tamilnadu

Pincode

638152

Customer Contact Number

9987231100

Complaint Subject

Cannot make a call but receive a call

Complaint Details

Unable to make a call. Need immediate redressal.

Complaint Feedback

Not Given

Complaint raised date

16-Jun-23 09:41

## View Open tickets:

ABC Telecom Ltd. Welcome deepak\_07!! Log out

Engineer Dashboard

View All Tickets View Open Tickets

TicketID	Status	Date of creation	Last Updated	Area Manager	Complaint Details	Assigned Engineer
9	ESCALATED	13-Jun-2023,06:21:30	13-Jun-2023,10:50:16	PavanPranesh		DeepakS
11	ASSIGNED	16-Jun-2023,09:41:59	16-Jun-2023,09:46:44	MohanSundaram		DeepakS

## Change Status:

ABC Telecom Ltd. Welcome deepak\_07!! Log out

Engineer Dashboard

View All Tickets View Open Tickets

TicketID	Status	Date of creation	Last Updated	Area Manager	Complaint Details	Assigned Engineer
9	ESCALATED	13-Jun-2023,06:21:30	13-Jun-2023,10:50:16	PavanPranesh		DeepakS
11	ASSIGNED	16-Jun-2023,09:41:59	16-Jun-2023,09:46:44	MohanSundaram		DeepakS

Update Status

Select Status

Work In Progress(WIP)

Update

localhost:4200/engineer/opentickets

AMEJA481/Associat...

localhost:4200 says  
Status updated!!

OK

ABC Telecom Ltd. Welcome deepak\_07!! Log out

Engineer Dashboard

View All Tickets View Open Tickets

TicketID	Status	Date of creation	Last Updated	Area Manager	Complaint Details	Assigned Engineer
9	ESCALATED	13-Jun-2023,06:21:30	13-Jun-2023,10:50:16	PavanPranesh		DeepakS
11	WIP	16-Jun-2023,09:41:59	16-Jun-2023,09:46:44	MohanSundaram		DeepakS

## Customer – View all complaints:

ABC Telecom Ltd.

Welcome haripriya!! [Log out](#)

### Customer Dashboard

[Create a complaint](#)

Complaint Id	Customer Name	Customer Address	Pincode	Customer Contact	Complaint Subject	Complaint Details	Feedback	Tickets	Created At
1	Ram	Kodumudi,Erode,Tamilnadu	638151	7675468390	Unable to make calls	Not able to hear any tone. Unable to make calls	Issue not resolved.Stil exists.	<div>1 CLOSED</div> <div>2 CLOSED</div> <div>Raise Ticket</div>	03-Jun-23 11:45
2	Vinith	Unjalur,Erode,Tamilnadu	638152	7010789145	Broadband Not Working	DSL light not blinking. Unable to connect to the dial-up connection	Not given	<div>3 WIP</div>	03-Jun-23 12:32
3	Haripriya	Karattupalayam, Vengampur, Erode	638150	9578544327	Cannot make or receive calls	No tone. Nothing happens when i pick the phone.	Not given	<div>4 RAISED</div>	11-Jun-23 04:44
4	Haripriya	Unjalur, Erode	638109	9578544327	Cannot make a call but receive a call	Unable to make a call. Disconnected whenever i try to make a call.	Not given	<div>5 CLOSED</div> <div>Raise Ticket</div>	11-Jun-23 05:24
9	Haripriya	Unjalur, Erode, Tamilnadu	638152	9987231100	Cannot make a call but receive a call	Unable to make a call. Need immediate redressal.	Not given	<div>11 WIP</div>	16-Jun-23 09:41

## Customer – Give Feedback:

### Customer Dashboard

[Create a complaint](#)

Complaint Id	Customer Name	Customer Address	Pincode	Customer Contact	Complaint Subject	Complaint Details	Feedback	Tickets	Created At
1	Ram	Kodumudi,Erode,Tamilnadu	638151	7675468390	Unable to make calls	Not able to hear any tone. Unable to make calls	Issue not resolved.Stil exists.	<div>1 CLOSED</div> <div>2 CLOSED</div> <div>Raise Ticket</div>	03-Jun-23 11:45
2	Vinith	Unjalur,Erode,Tamilnadu	638152	7010789145	Broadband Not Working	DSL light not blinking. Unable to connect to the dial-up connection	Not given	<div>3 WIP</div>	03-Jun-23 12:32
3	Haripriya	Karattupalayam, Vengampur, Erode	638150	9578544327	Cannot make or receive calls	No tone. Nothing happens when i pick the phone.	Not given	<div>4 RAISED</div>	11-Jun-23 04:44
4	Haripriya	Unjalur, Erode	638109	9578544327	Cannot make a call but receive a call	Unable to make a call. Disconnected whenever i try to make a call.	Not given	<div>5 CLOSED</div> <div>Raise Ticket</div>	11-Jun-23 05:24
9	Haripriya	Unjalur, Erode, Tamilnadu	638152	9987231100	Cannot make a call but receive a call	Unable to make a call. Need immediate redressal.	Not given	<div>11 WIP</div>	16-Jun-23 09:41

### Give Feedback

Issue not resolved.Stil exists.

[Submit](#)

RedressalSystemUi

localhost:4200/customer/allcomplaints

Amesha481/Associat...

localhost:4200 says

Feedback successfully posted!!

[OK](#)

ABC Telecom Ltd.

Welcome haripriya!! [Log out](#)

### Customer Dashboard

[Create a complaint](#)

Complaint Id	Customer Name	Customer Address	Pincode	Customer Contact	Complaint Subject	Complaint Details	Feedback	Tickets	Created At
1	Ram	Kodumudi,Erode,Tamilnadu	638151	7675468390	Unable to make calls	Not able to hear any tone. Unable to make calls	Issue not resolved.Stil exists.	<div>1 CLOSED</div> <div>2 CLOSED</div> <div>Raise Ticket</div>	03-Jun-23 11:45

## Raise Ticket again against closed or escalated ticket:

ABC Telecom Ltd. Welcome haripriya!! Log out

Customer Dashboard Create a complaint

Complaint Id	Customer Name	Customer Address	Pincode	Customer Contact	Complaint Subject	Complaint Details	Feedback	Tickets	Created At
1	Ram	Kodumudi,Erode,Tamilnadu	638151	7675468390	Unable to make calls	Not able to hear any tone. Unable to make calls	Issue not resolved.Stil exists.	1 <b>CLOSED</b> 2 <b>CLOSED</b>	03-Jun-23 11:45
2	Vinith	Unjalur,Erode,Tamilnadu	638152	7010789145	Broadband Not Working	DSL light not blinking. Unable to connect to the dial-up connection	Not given	3 <b>WIP</b>	03-Jun-23 12:32
3	Haripriya	Karattupalayam, Vengampur, Erode	638150	9578544327	Cannot make or receive calls	No tone. Nothing happens when I pick the phone.	Not given	4 <b>RAISED</b>	11-Jun-23 04:44
4	Haripriya	Unjalur, Erode	638109	9578544327	Cannot make a call but receive a call	Unable to make a call. Disconnected whenever i try to make a call.	Issue not resolved.Stil exists.	5 <b>CLOSED</b>	11-Jun-23 05:24
9	Haripriya	Unjalur, Erode, Tamilnadu	638152	9987231100	Cannot make a call but receive a call	Unable to make a call. Need immediate redressal.	Not given	11 <b>WIP</b>	16-Jun-23 09:41

Ticket successfully raised again the complaint!  
Complaint Reference Number:ABCCR0004  
Raised Ticket Number:12

ABC Telecom Ltd. Welcome haripriya!! Log out

Customer Dashboard Create a complaint

Complaint Id	Customer Name	Customer Address	Pincode	Customer Contact	Complaint Subject	Complaint Details	Feedback	Tickets	Created At
1	Ram	Kodumudi,Erode,Tamilnadu	638151	7675468390	Unable to make calls	Not able to hear any tone. Unable to make calls	Issue not resolved.Stil exists.	1 <b>CLOSED</b> 2 <b>CLOSED</b>	03-Jun-23 11:45
2	Vinith	Unjalur,Erode,Tamilnadu	638152	7010789145	Broadband Not Working	DSL light not blinking. Unable to connect to the dial-up connection	Not given	3 <b>WIP</b>	03-Jun-23 12:32
3	Haripriya	Karattupalayam, Vengampur, Erode	638150	9578544327	Cannot make or receive calls	No tone. Nothing happens when I pick the phone.	Not given	4 <b>RAISED</b>	11-Jun-23 04:44
4	Haripriya	Unjalur, Erode	638109	9578544327	Cannot make a call but receive a call	Unable to make a call. Disconnected whenever i try to make a call.	Issue not resolved.Stil exists.	5 <b>CLOSED</b> 12 <b>RAISED</b>	11-Jun-23 05:24
9	Haripriya	Unjalur, Erode, Tamilnadu	638152	9987231100	Cannot make a call but receive a call	Unable to make a call. Need immediate redressal.	Not given	11 <b>WIP</b>	16-Jun-23 09:41

## Admin Panel – view all users:

ComplaintRedressalSystem&lt; x

localhost:4200/adminpanel/viewall

sort favourites

ABC Telecom Ltd. Welcome admin Log out

Admin Dashboard

View All Users View All Complaints View All Tickets Pincode, Area Manager and Engineers

Add User

UserId	Full Name	Username	Email	Role	Account Status
0	Kavin KR	admin	k.kavin007@gmail.com	ADMIN	true
3	Pavan Praneesh	pavan_vgp	pavanvgp@gmail.com	MANAGER	true
4	Mohan Sundaram	mohan_sundaram	mohan.sundaram@gmail.com	MANAGER	true
32	Deepak S	deepak_07	deepak_s@gmail.com	ENGINEER	true
53	Guhanesh K	guhaneshh	guhaneshh@gmail.com	ENGINEER	true
102	Harit Viki	haritviki	harit@gmail.com	ENGINEER	true
104	Harit Priya	haripriya	haripriya@gmail.com	CUSTOMER	true
152	Mano Nithi	mano	mano@gmail.com	MANAGER	true
153	Saravanan D	saravana	saravana@gmail.com	CUSTOMER	true

## Add user:

### Add user

Select the User category: ☐ CUSTOMER ☐ MANAGER ☐ ENGINEER

Enter First Name:  Enter Last Name:  Enter Username:   
Choose Password:  Re-enter Password:  Enter e-mail:

Add

## View all complaints:

81/Associat...

ABC Telecom Ltd.

Welcome admin!! [Log out](#)










### Admin Dashboard

View All  
users

View All  
Complaints

View All  
Tickets

Pincode, Area manager and  
Engineers

Complaint Id	Customer Name	Customer Address	Pincode	Customer Contact	Complaint Subject	Complaint Details	Feedback	Tickets			Created At
1	Ram	Kodumudi,Erode,Tamilnadu	638151	7675468390	Unable to make calls	Not able to hear any tone. Unable to make calls	Issue not resolved.Stil exists.	1	CLOSED		03-Jun-23 11:45
								2	CLOSED		
2	Vinith	Unjalur,Erode,Tamilnadu	638152	7010789145	Broadband Not Working	DSL light not blinking, Unable to connect to the dial-up connection	Not given	3	WIP		03-Jun-23 12:32
3	Haripriya	Karattupalayam, Vengampur, Erode	638150	9578544327	Cannot make or receive calls	No tone. Nothing happens when i pick the phone.	Not given	4	RAISED		11-Jun-23 04:44
4	Haripriya	Unjalur, Erode	638109	9578544327	Cannot make a call but receive a call	Unable to make a call. Disconnected whenever i try to make a call.	Issue not resolved.Stil exists.	5	CLOSED		11-Jun-23 05:24
								12	RAISED		
5	Saravana Bhavan	Sivagiri, Erode, Tamilnadu	638109	9873452310	Can make calls, but cannot receive calls	Not reachable to my phone when others are calling. Need resolve immediately.	Not given	6	CLOSED		11-Jun-23 06:10
								10	WIP		
7	Saravana	Sivagiri, Erode, Tamilnadu	638110	9872346709	Can make calls, but cannot receive calls		Problem solved. Excellent response from field engineer. Thank you	8	CLOSED		11-Jun-23 06:14
8	Saravana	Salaipudur, Erode, Tamilnadu	638151	7892341230	Cannot make or receive calls	Line not working. No tone.	Problem not yet rectified stil exists.	9	ESCALATED		13-Jun-23 06:21
9	Haripriya	Unjalur, Erode, Tamilnadu	638152	9987231100	Cannot make a call but receive a call	Unable to make a call. Need immediate	Not given	11	WIP		16-Jun-23 09:41



## View all tickets:

ABC Telecom Ltd.

Welcome admin! [Log out](#)

### Admin Dashboard

[View All users](#)[View All Complaints](#)[View All Tickets](#)[Pincode, Area manager and Engineers](#)

TicketID	Status	Date of creation	Last Updated	Area Manager	Complaint Details	Assigned Engineer
1	CLOSED	03-Jun-2023,11:45:46	12-Jun-2023,09:32:28	PavanPranesh		DeepakS
2	CLOSED	03-Jun-2023,11:55:07	13-Jun-2023,10:50:33	ManoNithi		DeepakS
3	WIP	03-Jun-2023,12:32:32	14-Jun-2023,03:52:05	MohanSundaram		GuhannessK
4	RAISED	11-Jun-2023,04:44:05	11-Jun-2023,04:44:05	ManoNithi		<a href="#">Assign Engineer</a>
5	CLOSED	11-Jun-2023,05:24:48	14-Jun-2023,10:17:55	ManoNithi		Hari Viki
6	CLOSED	11-Jun-2023,06:10:20	14-Jun-2023,03:52:35	MohanSundaram		Hari Viki
8	CLOSED	11-Jun-2023,06:14:15	14-Jun-2023,03:52:40	MohanSundaram		Hari Viki
9	ESCALATED	13-Jun-2023,06:21:30	13-Jun-2023,10:50:16	PavanPranesh		DeepakS
10	WIP	14-Jun-2023,10:14:52	14-Jun-2023,10:18:01	MohanSundaram		Hari Viki
11	WIP	16-Jun-2023,09:41:59	16-Jun-2023,09:51:48	MohanSundaram		DeepakS
12	RAISED	16-Jun-2023,09:55:53	16-Jun-2023,09:55:53	<a href="#">Assign Manager</a>		<a href="#">Assign Engineer</a>

## Assign manager:

TicketID	Status	Date of creation	Last Updated	Area Manager	Complaint Details	Assigned Engineer
1	CLOSED	03-Jun-2023,11:45:46	12-Jun-2023,09:32:28	PavanPranesh		DeepakS
2	CLOSED	03-Jun-2023,11:55:07	13-Jun-2023,10:50:33	ManoNithi		DeepakS
3	WIP	03-Jun-2023,12:32:32	14-Jun-2023,03:52:05	MohanSundaram		GuhannessK
4	RAISED	11-Jun-2023,04:44:05	11-Jun-2023,04:44:05	ManoNithi		<a href="#">Assign Engineer</a>
5	CLOSED	11-Jun-2023,05:24:48	14-Jun-2023,10:17:55	ManoNithi		Hari Viki
6	CLOSED	11-Jun-2023,06:10:20	14-Jun-2023,03:52:35	MohanSundaram		Hari Viki
8	CLOSED	11-Jun-2023,06:14:15	14-Jun-2023,03:52:40	MohanSundaram		Hari Viki
9	ESCALATED	13-Jun-2023,06:21:30	13-Jun-2023,10:50:16	PavanPranesh		DeepakS
10	WIP	14-Jun-2023,10:14:52	14-Jun-2023,10:18:01	MohanSundaram		Hari Viki
11	WIP	16-Jun-2023,09:41:59	16-Jun-2023,09:51:48	MohanSundaram		DeepakS
12	RAISED	16-Jun-2023,09:55:53	16-Jun-2023,09:55:53	<a href="#">Assign Manager</a>		<a href="#">Assign Engineer</a>

### Assign Manager

[X](#)

TicketID	12
Pincode	638109
Select Manager	<input type="text" value="Pavan Pranesh"/>
	<a href="#">Assign</a>

### Admin Dashboard

[View All users](#)[View All Complaints](#)[View All Tickets](#)[Pincode, Area manager and Engineers](#)

TicketID	Status	Date of creation	Last Updated	Area Manager	Complaint Details	Assigned Engineer
1	CLOSED	03-Jun-2023,11:45:46	12-Jun-2023,09:32:28	PavanPranesh		DeepakS
2	CLOSED	03-Jun-2023,11:55:07	13-Jun-2023,10:50:33	ManoNithi		DeepakS
3	WIP	03-Jun-2023,12:32:32	14-Jun-2023,03:52:05	MohanSundaram		GuhannessK
4	RAISED	11-Jun-2023,04:44:05	11-Jun-2023,04:44:05	ManoNithi		<a href="#">Assign Engineer</a>
5	CLOSED	11-Jun-2023,05:24:48	14-Jun-2023,10:17:55	ManoNithi		Hari Viki
6	CLOSED	11-Jun-2023,06:10:20	14-Jun-2023,03:52:35	MohanSundaram		Hari Viki
8	CLOSED	11-Jun-2023,06:14:15	14-Jun-2023,03:52:40	MohanSundaram		Hari Viki
9	ESCALATED	13-Jun-2023,06:21:30	13-Jun-2023,10:50:16	PavanPranesh		DeepakS
10	WIP	14-Jun-2023,10:14:52	14-Jun-2023,10:18:01	MohanSundaram		Hari Viki
11	WIP	16-Jun-2023,09:41:59	16-Jun-2023,09:51:48	MohanSundaram		DeepakS
12	RAISED	16-Jun-2023,09:55:53	16-Jun-2023,10:01:50	PavanPranesh		<a href="#">Assign Engineer</a>

## All pincodes, pincode wise managers and engineers:

ABC Telecom Ltd.

Welcome admin!!

Log out

### Admin Dashboard

View All  
users

View All  
Complaints

View All  
Tickets

Pincode, Area manager and  
Engineers

Add Pin

#### Available Pincodes

638109  
638110  
638150  
638151  
638152  
638153

#### List of Engineers

Deepak S	638151
	638152
Guhanesh K	638151
	638152
Hari Viki	638109
	638110

#### List of Managers

638151	Pavan Pranesh
638152	Mohan Sundaram
638150	Mano Nithi

## Add pin:

Admin Dashboard

View All users View All Complaints View All Tickets Pincode, Area manager and Engineers

Add Pin

Available Pincodes

638109  
638110  
638150  
638151  
638152  
638153

List of Engineers

Deepak S

638151  
638152

Guhanesh K

638151  
638152

Hari Viki

638109  
638110

List of Managers

638151 Pavan Pranesh  
638152 Mohan Sundaram  
638150 Mano Nithi

### Add Pincode

Enter the pincode to add

638154

Add pincode

Add Pin

Available Pincodes

638109  
638110  
638150  
638151  
638152  
638153  
638154

List of Engineers

Deepak S

638151  
638152

Guhanesh K

638151  
638152

Hari Viki

638109  
638110

List of Managers

638151 Pavan Pranesh  
638152 Mohan Sundaram  
638150 Mano Nithi