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| **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](https://github.com/kavink-r/SimpliLearn-Capstone-Project-ComplaintRedressalSystem.git) |
| **Login Page:** |
| **Customer Screen:** |
| **Create a Complaint:** |
| **Complaint Acknowledgement:** |
| **Manager Screen – View all tickets:** |
| **View Complaint data:** |
| **View open tickets:** |
| **Assign Engineer:** |
| **Engineer Screen – View all engineer tickets:** |
| **View Complaint data:** |
| **View Open tickets:** |
| **Change Status:** |
| **Customer – View all complaints:** |
| **Customer – Give Feedback:** |
| **Raise Ticket again against closed or escalated ticket:** |
| **Admin Panel – view all users:** |
| **Add user:** |
| **View all complaints:** |
| **View all tickets:** |
| **Assign manager:** |
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| **All pincodes, pincode wise managers and engineers:** |
| **Add pin:** |
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