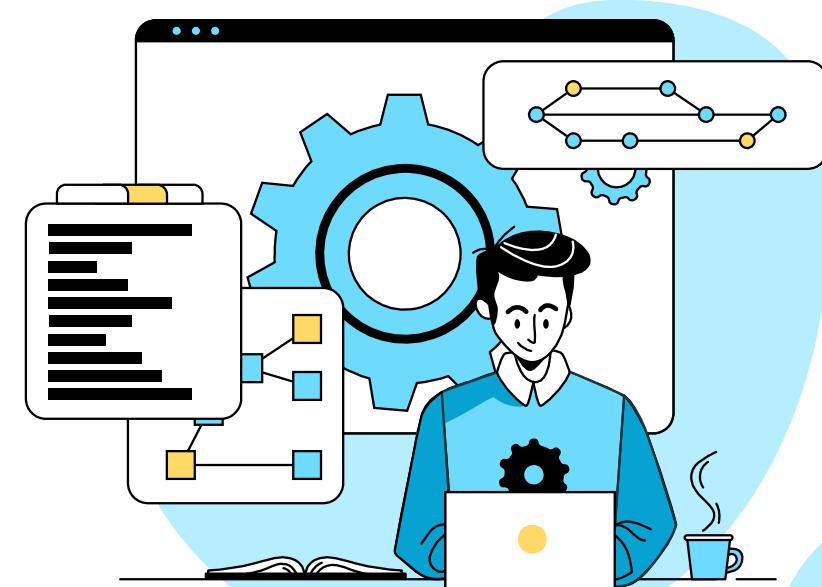


# Complaint Web Application for Draexlmaier

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***Supervisor : Mr Achraf Mtibaa***

***Examinator : Mr Houssem Lahiani***



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# **1. Introduction and project Context**



# Each Company

**Offer a product or a service**

**1**



**Receive Complaints**

**2**



**Optimize Customer service**

**3**



# DRÄXLMAIER Is no Exception

01

Offers Products to  
Automobile  
manufacturers

02

Customer complaints  
about a damaged  
Product or a bad  
service

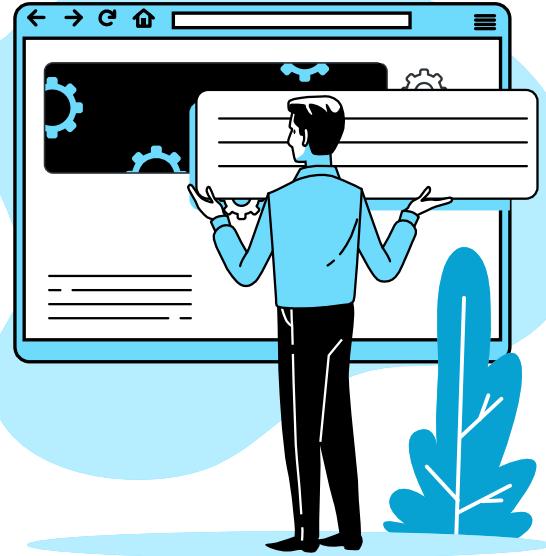


03

DRÄXLMAIER have  
many competitors

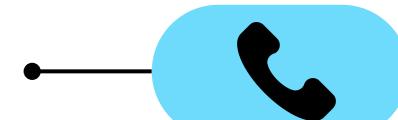
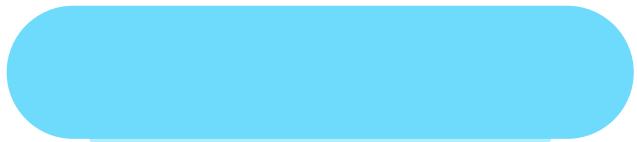
04

Optimize Customer  
service

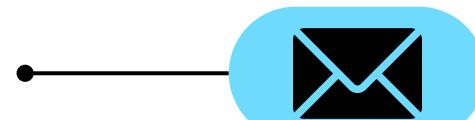
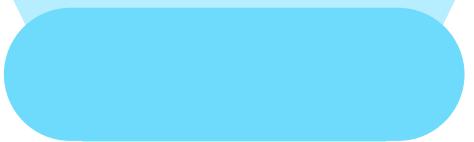


## **2. Study of the existing and Proposed Solution**

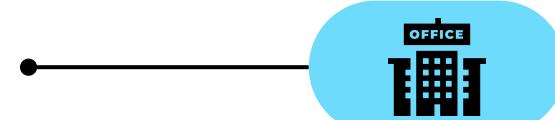
# Current Situation



Contact by phone.



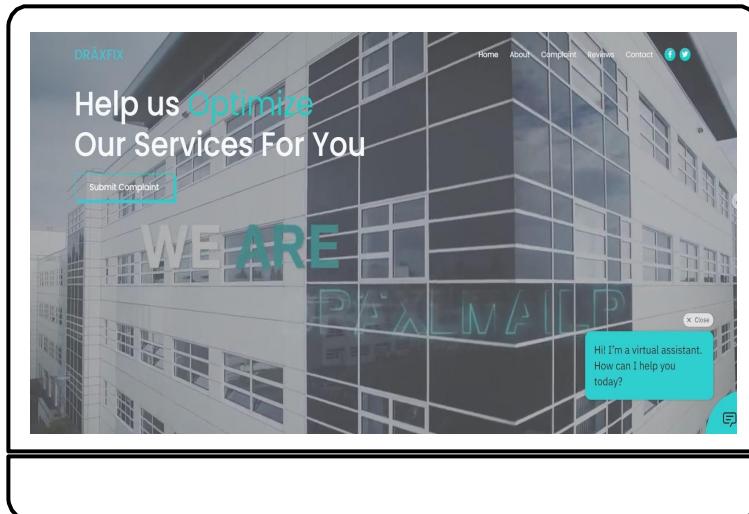
Contact by Email.



Visit the company office personally.



Waste of time and money



# Proposed Solution

## A complaint Web Application

- submit a complaint through a detailed form.
- Use the chatbot for further information .

- Define the faulty line .
- Fix the problem .
- Optimization of time and money.
- Better customer service.

The screenshot shows a mobile application interface for 'DRÄXFIX'. At the top, there is a navigation bar with links for Home, About, Complaint, Reviews, Contact, and a user icon. Below the navigation, the title 'DRÄXFIX' is displayed. The main section is titled 'Submit a Complaint' and contains the following fields:

- Full Name
- Company
- Position in the company
- E-mail Address
- Product System (dropdown menu)
- PRODUCTS (dropdown menu)
- Subject of complaint (dropdown menu)
- Choisir un fichier / Kucun fichier choisi (button)
- Purchased Quantity
- Quantity of damaged product
- Invoice reference
- I confirm that all data are correct
- 

A small yellow circular icon with a play symbol is located at the bottom right of the screen area.



# **3. Requirements specification and Design**

# Functional Requirements



Clients can **access** the web application and **fill** the complaint **form**.



can use the  
**chatbot**



Having a **Database** for information storage



Admin can  
**manipulate** The Database.

# Non Functional Requirements

**U**

**User-friendliness**

easy to use,  
and the user  
interfaces  
must be  
user-friendly

**P**

**Performance**

The system  
must be  
efficient.

**Pr**

**Portability**

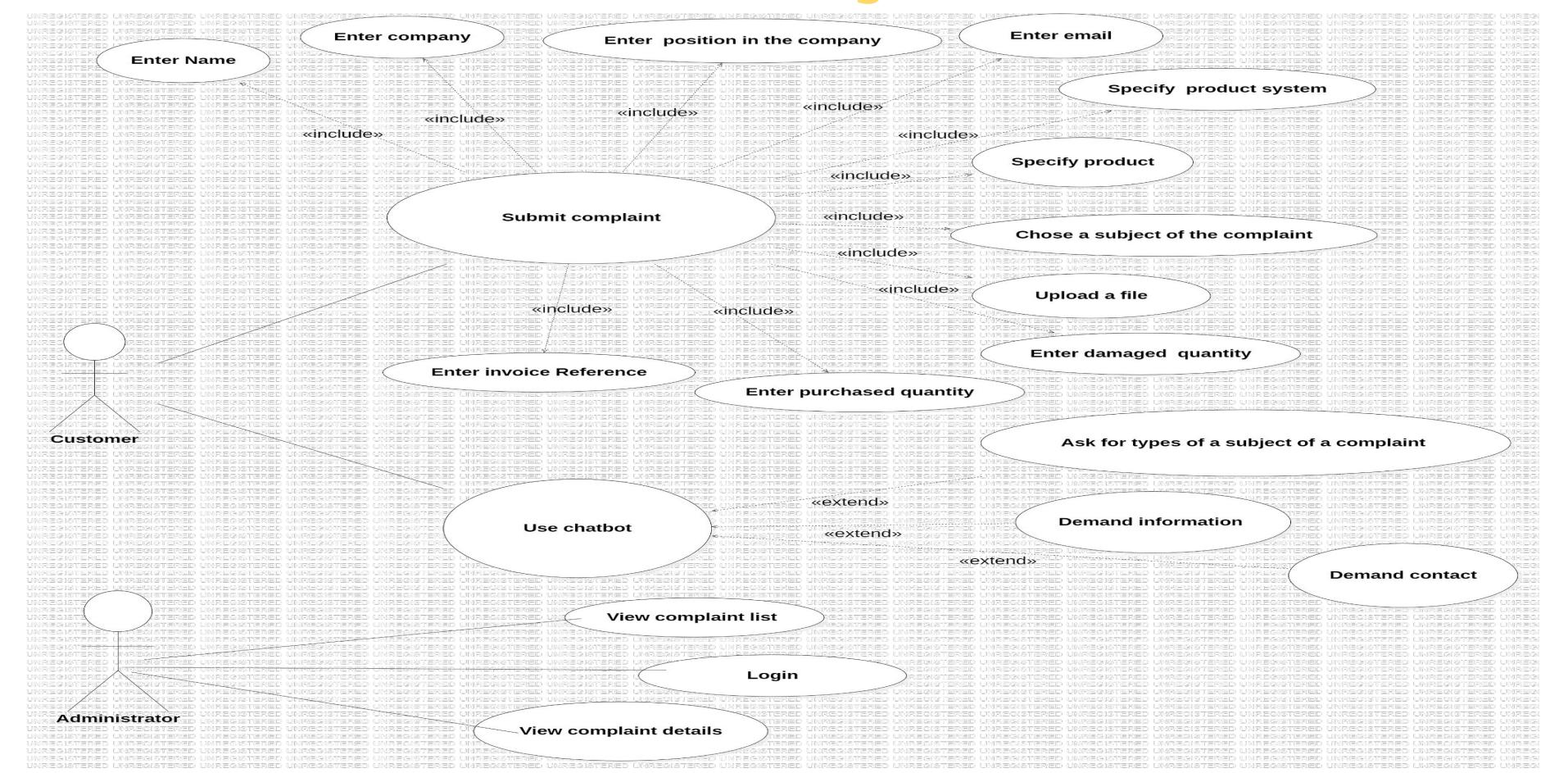
Usable with  
several  
operating  
systems.

**E**

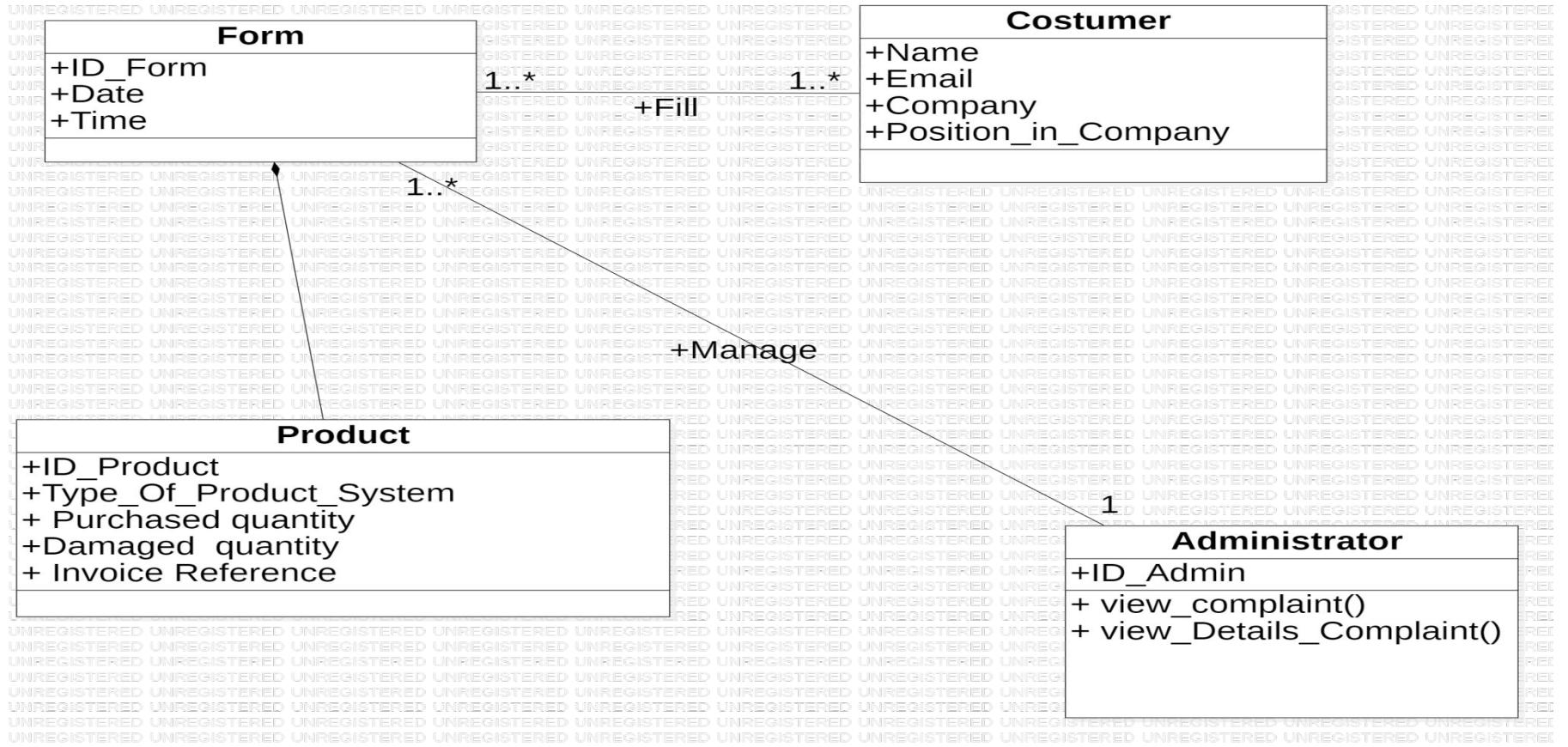
**Ergonomics**

The interfaces  
must be simple,  
clear, and  
professional.

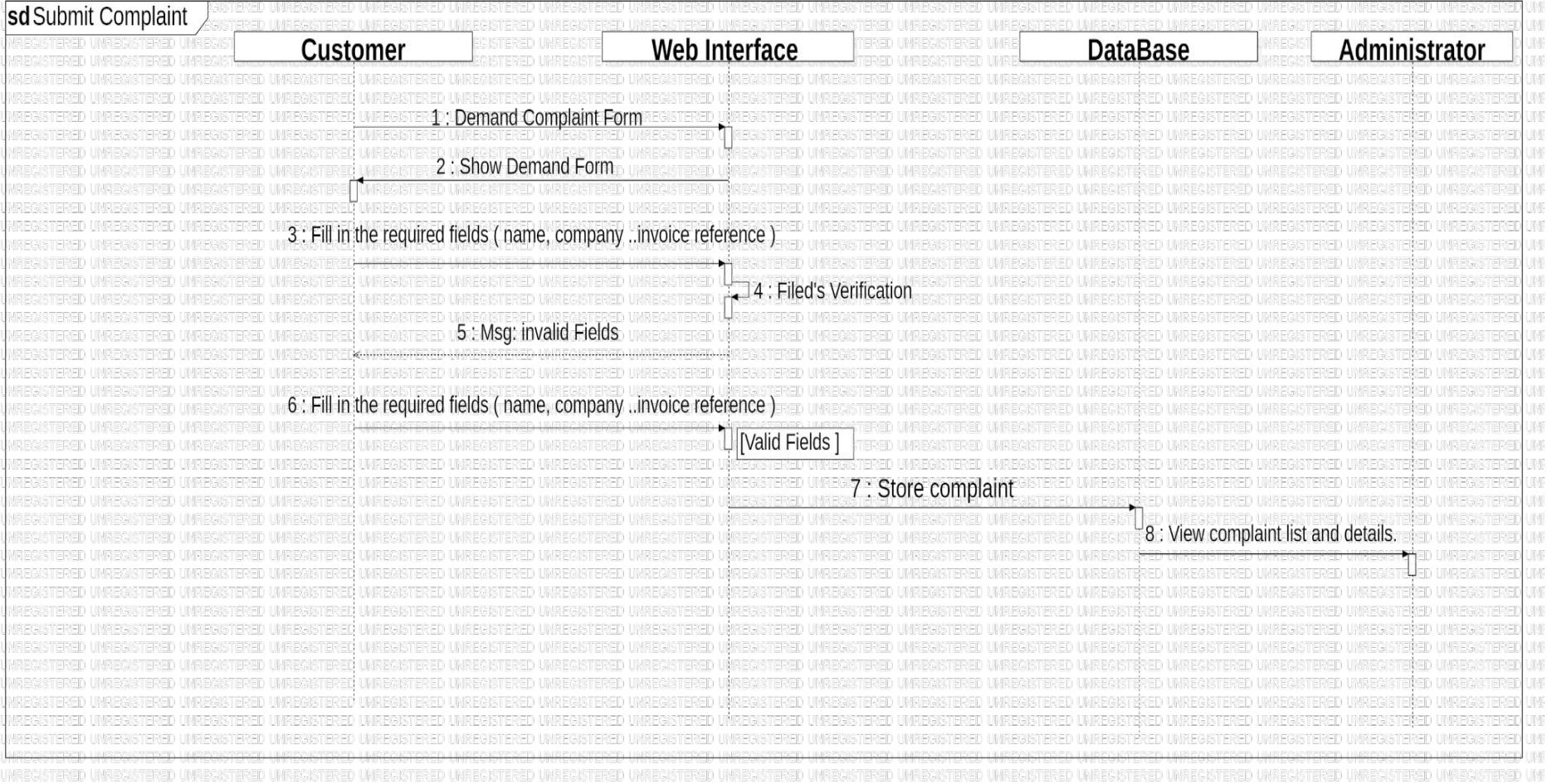
# Use case diagram



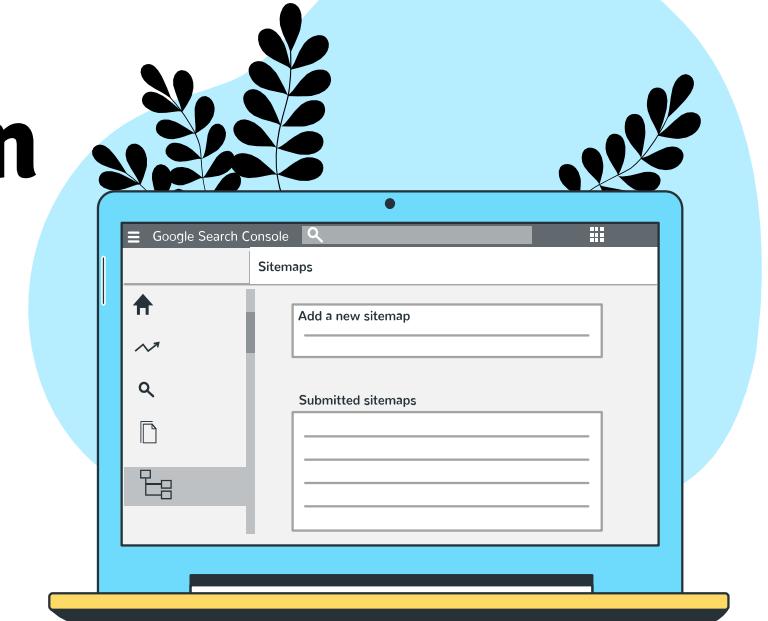
# Class diagram



# Sequence diagram



# 4. Implementation



# USED TECHNOLOGIES AND SOFTWARES

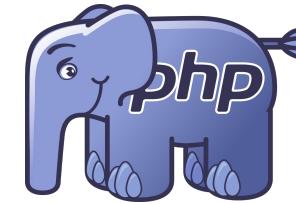
HTML



CSS



TS



XAMPP



# Help us Optimize Our Services For You

Submit Complaint

WE ARE  
PEALMAD

 Close

Hi! I'm a virtual assistant.  
How can I help you  
today?



## Submit a Complaint

Fill in the data below.

Full Name

Company

Position in the company

E-mail Address

We'll never share your email with anyone else.

Product System

PRODUCTS

Subject of complaint

Choisir un fichier Aucun fichier choisi

Purchased Quantity

Quantity of damaged product

Invoice Reference

I confirm that all data are correct

Submit Complaint



## ABOUT US

# We are DRÄXFIX Solve by 6

DRÄXFIX is a web application (also available as a mobile phone app) that represents the link between a customer giving a detailed complaint and the direct production line of the specified product.

By submitting a reclamation, thanks to the detailed questions given to the customer, we can know which production line should be notified of the information. According to the percentage of the reclaimed product quantity, we can know which process we will follow: weather stops that line from working and wait for quality managers and Control managers Or notifying the workers with that error.

We also present you an interactive interface for the shop floor, in which all the complaint notifications will be shared to the production lines and available to all the workers.

DRÄXFIX , Problem is Fixed!

[Learn More](#)

## REVIEWS

# What Our Clients Says

CAUSE YOUR ADD MATTERS TO US

really easy to use, I love how specific the form is, it made it easier to make a reclamation



**Stella Virtuoso**  
General Manager -  
Jaguar

fast response effective solutions detailed form to send a reclamation what more do we need



**Mike tim**  
Team Leader - Audi

Immediate response, fast problems solving, I'm really impressed



**Marlene Visconte**  
General Manager - LEONI



## CONTACT

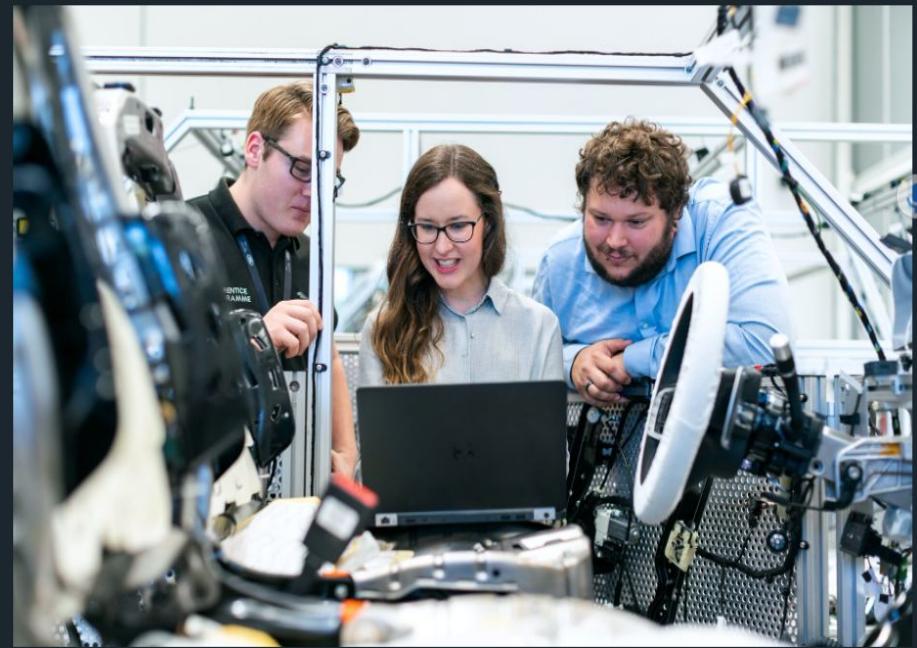
**keep in touch for more details**

Enter name

Enter phone number

Enter email

Message



# Help us Optimize Our Services For You

[Submit Complaint](#)

WE ARE  
DRÄXLMA

Hi! I'm a virtual assistant. How  
can I help you today?

[Complaint](#)[Information](#)[Reference](#) Type something...

**Skill**

**Dialog**

**Intent**

**Condition**

**Entity**



contact recommendation



Save new version

Try it



Intents

## Entities ^

My Entities

System Entities

## Dialog

## Options ^

Webhooks

Disambiguation

Autocorrection

Intent Detection

## Analytics ^

Overview

User conversations

## Versions

Content Catalog

<input type="checkbox"/>	Intents (6) ↑	Description	Modified ↑	Examples ↑
<input type="checkbox"/>	#Complaint		an hour ago	4
<input type="checkbox"/>	#Conatct	hello	4 days ago	7
<input type="checkbox"/>	#Greetings		4 days ago	10
<input type="checkbox"/>	#information		4 days ago	5
<input type="checkbox"/>	#Refrence		4 days ago	1
<input type="checkbox"/>	#ThankYou		4 days ago	5

Showing 1–6 of 6 intents

1 ▾ 1 of 1 pages ◀ ▶



Learn more

User example

Type a user example here

Add unique examples of what the user might say. (Pro tip: Add at least 5 unique examples to help Watson understand)

Show recommendations

Add example

Annotate entities [What's this?](#) User examples (4) ↑

Added ↑

 complaint

2 hours ago

 how i submit a cmplaint

4 days ago

 i have a comlaint

4 days ago

 problem

2 hours ago

Showing 1–4 of 4 examples

1 ✓ 1 of 1 pages



contact recommendation



Save new version

Try it



Intents



Entities



My Entities

System Entities

Dialog

Options



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Analytics



Overview

User conversations

Versions

Content Catalog

	Entity (3) ↑	Values	Modified ↑
<input type="checkbox"/>	@PRODUCTS	dIUS Current and voltage sensor, Power distributor Fuse box, Wire harness Multi-level bar, Connector frict...	an hour ago
<input type="checkbox"/>	@Product_system	Interior system, E-mobility system, Connector system, Electric system	an hour ago
<input type="checkbox"/>	@Subject_of_Complaint	other, performance issue, Damaged plastic, Damaged Product, Damaged packaging, Oxidized contactor, N...	an hour ago





Dictionary (12)

Annotation (0)

 Damaged packaging

Synonyms

 Damaged plastic

Synonyms

plastic

 Damaged Product

Synonyms

(

 Drawn wire

Synonyms

 late delivery

Synonyms

 Non complying product

Synonyms

 other

Synonyms

 Oxidized contactor

Synonyms

 Oxidized copper

Synonyms

 performance issue

Synonyms

performance

)



Intents

Add node

Add child node

Add folder

Entities

My Entities

System Entities

Dialog

Options

Webhooks

Disambiguation

Autocorrection

Intent Detection

Analytics

Overview

User conversations

Versions

Content Catalog



Welcome

welcome

1 Responses / 0 Context Set / Does not return



Greetings

#Greetings

1 Responses / 0 Context Set / Does not return



Complaint

#Complaint

1 Responses / 0 Context Set / Jump to / Does not return



informations

#information

1 Responses / 0 Context Set / Does not return



Reference

#Reference



## Greetings

Node name will be shown to customers for disambiguation so use something descriptive.

Settings

Customize

## Assistant responds



Text



Hi how can I help You



hey do you have a complaint ? or you need an info



Enter response variation

Response variations are set to **sequential**. Set to [random](#) | [multiline](#)[Learn more](#)[Add response type +](#)

contact recommendation

[Save new version](#)[Try it](#)

Intents

Entities

My Entities

System Entities

Dialog

Options

Webhooks

Disambiguation

Autocorrection

Intent Detection

Analytics

Overview

User conversations

Versions

Content Catalog

[Add node](#)[Add child node](#)[Add folder](#)

1 Responses / 0 Context Set / Does not return

Complaint

#Complaint

1 Responses / 0 Context Set / Jump to / Does not return

[Jump to Product\\_system  
\(Evaluate condition\)](#)

Product\_system

@Product\_system

4 Responses / 0 Context Set / Jump to / Return allowed

[Jump to Product\\_system  
\(Evaluate condition\)](#)

Product\_system

@Product\_system

Product\_system

Node name will be shown to customers for disambiguation so use something descriptive.

[Settings](#)

If assistant recognizes

@Product\_system



Assistant responds

If assistant recognizes

Respond with

1 @Product\_system:(Interior syste

damaged wire or damaged fuse





contact recommendatin



Save new version

Try it



Intents

Add node

Add child node

Add folder

Entities

My Entities

System Entities

Dialog

Options

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(Evaluate condition)

Product\_system

@Product\_system

4 Responses / 0 Context Set / Jump to / Return allowed

Product\_system

@Product\_system

2 Responses / 0 Context Set / Jump to / Return allowed

Subject\_of\_Complaint

@Subject\_of\_Complaint

2 Responses / 0 Context Set / Return allowed

informations

#information

1 Responses / 0 Context Set / Does not return

Refrence

#Refrence

Subject\_of\_Complaint

Node name will be shown to customers for disambiguation so use something descriptive.

Settings

Customize

If assistant recognizes

@Subject\_of\_Complaint



Assistant responds

If assistant recognizes

Respond with

1 @Subject\_of\_Complaint:(Damage)

that's a problem in the electric de



2 @Subject\_of\_Complaint:(perform

t's an interior problem , specify it





DRÄXFIX

[Home](#) [About](#) [Complaint](#) [Reviews](#) [Contact](#)



# Help us Optimize Our Services For You

[Submit Complaint](#)

# Conclusion And Future Work



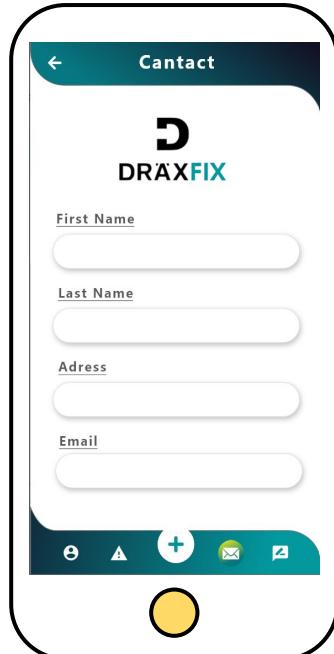
## Our Solution

Optimized

Simple

Detailed

# Mobile APP



# Thank You !

