

# PROJECT PRESENTATION ON COMPLAINT MANAGEMENT SYSTEM



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# ABOUT PHP

- PHP is one of the most commonly used server side scripting language.
- PHP stands for Hypertext PreProcessor.
- About 250 million websites have been running currently on PHP.
- PHP is basically a backend scripting language which is used to provide dynamic operations to the code

# ABOUT PHP

There are three most basic reasons for the popularity of PHP among the users:

- PHP as the code syntax quite similar to C. Therefore it is easy to implement.
- PHP is open source in nature and licence is not needed to use it.
- PHP is very light weighted scripting language. Therefore the execution is very faster

# ABOUT MYSQL

- MySQL is Relational DataBase Management System.
- MySQL is ideal for both small and large applications
- MySQL executes standard SQL command.
- MySQL compiles on a number of platforms i.e. supports cross platforms.
- MySQL is also open source in nature.

# ABOUT MySQL

- MySQL is currently owned by Oracle Corporation.
- It is a very common choice for ongoing projects.

# Hosting

- The PHP pages do not run the same way as the html pages.
- A web server is required for the execution of PHP scripts.
- Hosting can be done in two ways, either by buying a domain and using or by using softwares for local hosting

Local hosting refers to the conversion of the machine as the web server itself. Several softwares are available for this purpose. Some of them are

- XAMPP
- WAMP
- LAMP



# XAMPP

- XAMPP stands for Cross Platform APACHE HTTP Server MySQL Perl PHP.
- XAMPP has inbuilt MySQL database server.

# INTRODUCTION TO THE PROJECT

- This web application allows user to register complaints i.e. mobile complaints.
- This web application has login page to sign-in where user enters a username and password to register a complaint.
- New user sign-up to register a complaint. This web application contain sign-up form that is to be filled by the user .
- This web application also provide complaint number with detail.

There are basically three modules in our project.  
Those are:

- Admin
- Employee
- Customers

The Sign Up facility for the admin and the employees will be encountered by the DataBase Administrator(DBA) which can either be any designate person or the admin itself.

# OBJECTIVES OF PROJECT

- Fast processing of complaints of costumers.
- Reliable method of complaining.
- The status of acknowledgement can be determined.

# LIMITATIONS OF CURRENT SYSTEM

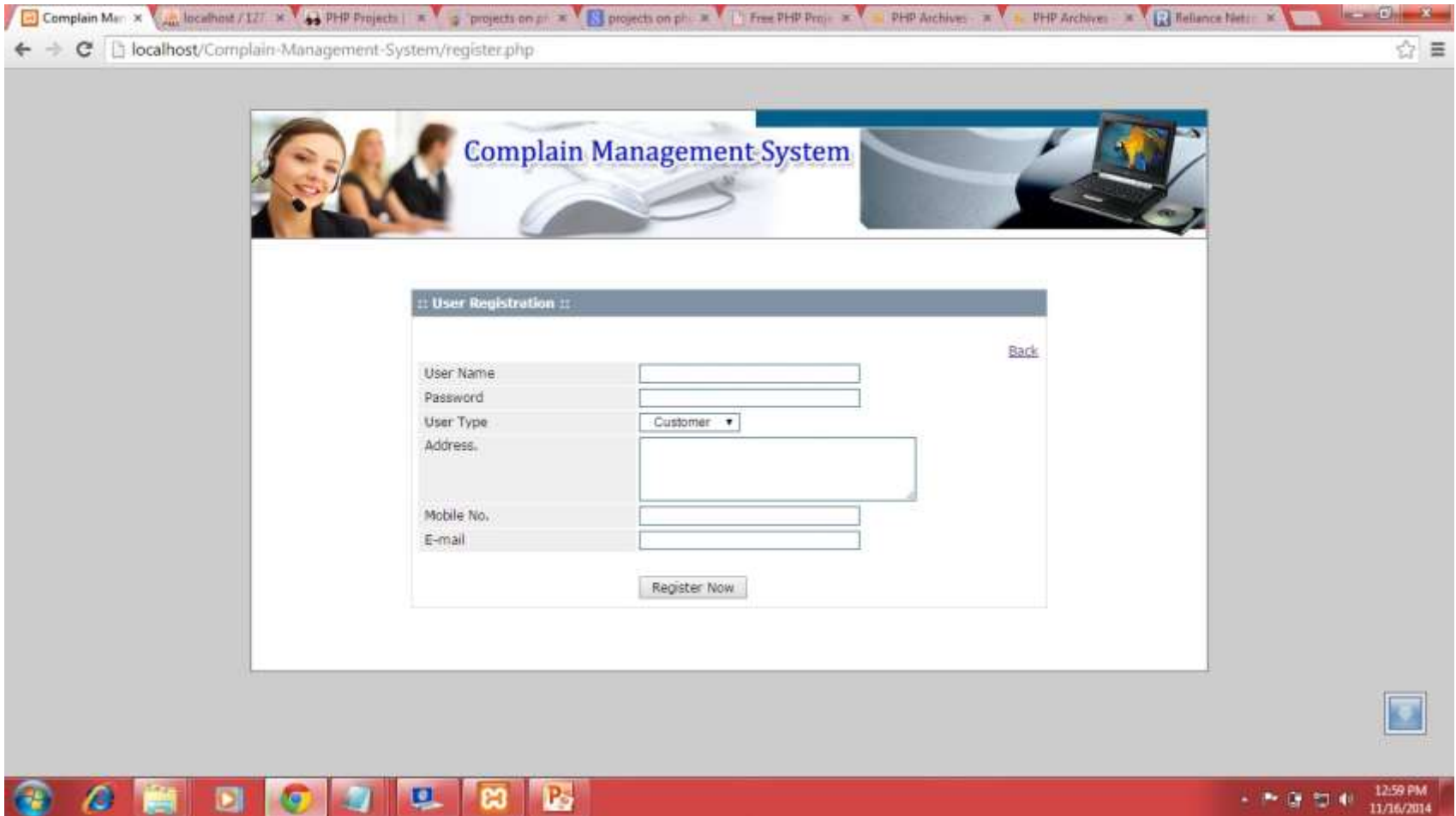
- Slower process flow.
- Very less knowledge of the complaint status.
- Paperwork takes lots of time.

# SCREENSHOTS

# Login Page



# Registration Page



The screenshot shows a web browser window with multiple tabs. The active tab is titled 'localhost / 127.0.0.1' and the address bar shows 'localhost/Complain-Management-System/register.php'. The page features a header banner with the text 'Complain Management System' and images of customer service representatives. Below the banner is a registration form titled 'User Registration'. The form includes input fields for 'User Name', 'Password', 'Address', 'Mobile No.', and 'E-mail', a dropdown menu for 'User Type' (set to 'Customer'), and a 'Register Now' button. A 'Back' link is also present.

**Complain Management System**

**User Registration**

[Back](#)

User Name

Password

User Type

Address

Mobile No.

E-mail



# After Login



The screenshot displays a web browser window with multiple tabs open, including 'Complain Men...', 'localhost / 127...', 'PHP Projects', 'projects on ph...', 'Free PHP Proj...', 'PHP Archives', and 'Reliance Net...'. The address bar shows 'localhost/Complain-Management-System/'. The main content area features a header banner with the title 'Complain Management System' and images of a customer service representative and a laptop. Below the banner, a 'Customer Menu' sidebar lists options: 'Welcome,', 'Select Plans', 'Make Complaints', 'View Complain Details', and 'Logout'. The main content area is titled 'Complain Management System' and contains a section for 'Submit an online complaint' with a button. Below this, a paragraph describes the 'Online Complaint Monitoring System (OCMS)' as a system operated by the city of Pune, India, used for productivity enhancement. A final paragraph explains the benefits of the system, including faster complaint management and a 'Report Wizard' for generating reports.

**Complain Management System**

**Customer Menu**

- Welcome,
- Select Plans
- Make Complaints
- View Complain Details
- Logout

**Submit an online complaint**

**Online Complaint Monitoring System (OCMS)** is a system operated by the city of Pune, India. A Complaint Management System is one of latest productivity enhancement tools used widely by all organisations wherever there is a need of booking of complaints via operators and analysis of complaints which are made or are pending.

Lack of paper movements provides complaint management operations a speed which was never envisaged in manual mode at all. Software allows a booking operator to book and lodge complaints and automatically schedules and prompts operators to source complaint to concerned departments. State of the art management information reports on complaint details and pending complaints with reasons and remarks provides management a better insight to problems and traffic situations of telephone lines. A never before "Report Wizard" not only allows you to define specific reports on demand but also allows you to define your own sorting and analysis parameters which may be more relevant to you but not programmed by us till now.

1:01 PM  
11/16/2014

# Making Complaint

Complain Management System

localhost/Complain-Management-System/view.php?mod=customer&view=makeComplain

**Customer Menu**

- Welcome,
- Select Plans
- Make Complaints**
- View Complaint Details
- Logout

**:: Make Complaints ::**

Complain Type:

Complain Title:

Complain Description:

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9:48 AM  
11/19/2014

# Complaint Details



Complain Management System

Customer Menu

- Welcome,
- Select Plans
- Make Complains
- View Complain Details
- Logout

Complain Details

Complain Title	Com. Type	Status	Engineer Name
no network access	Network	Open	

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1:04 PM  
11/16/2014

# Change Password



The screenshot shows a web browser window with multiple tabs. The active tab is titled 'localhost / 127.0.0.1' and the address bar shows 'localhost/Complain-Management-System/forget-password.php'. The page features a header banner with the text 'Complain Management System' and images of customer service representatives. Below the banner is a form titled 'Forget Password:'. The form contains three input fields: 'User Name', 'E-mail', and 'User Type'. The 'User Type' field is a dropdown menu with options 'Select User', 'Customer', and 'Employee'. The 'Customer' option is currently selected. The Windows taskbar at the bottom shows the time as 1:05 PM on 11/16/2014.

Complain Management System

Forget Password:

User Name :

E-mail :

User Type :

Customer

Employee

1:05 PM  
11/16/2014

THANK YOU