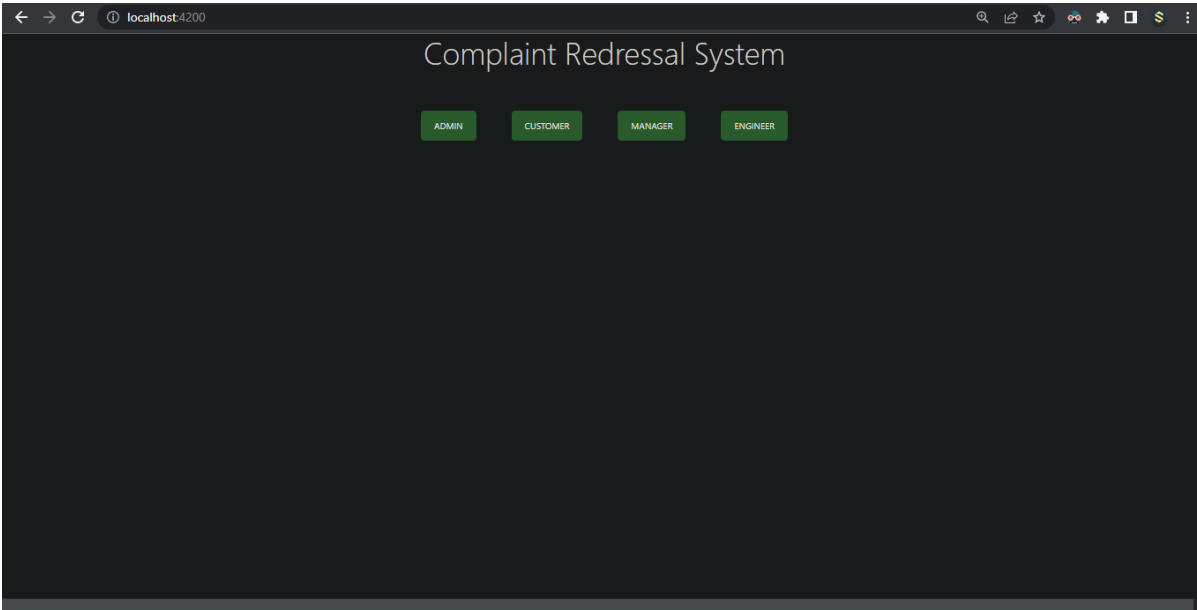


Complaint Redressal System

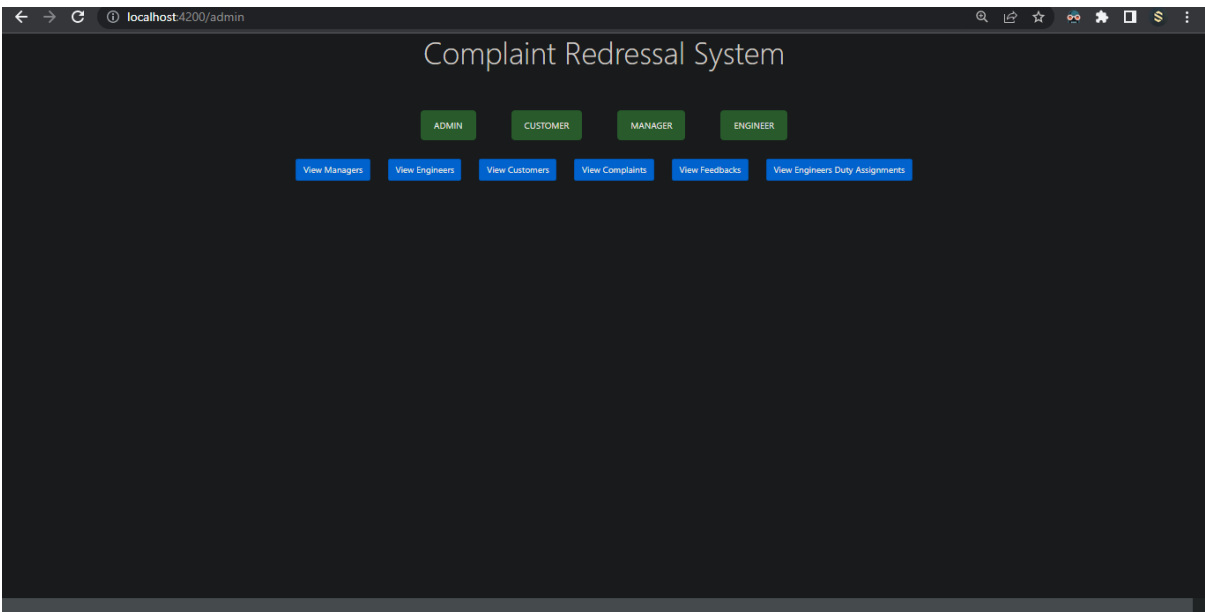
Phase 6 Project

Screenshots

Home page



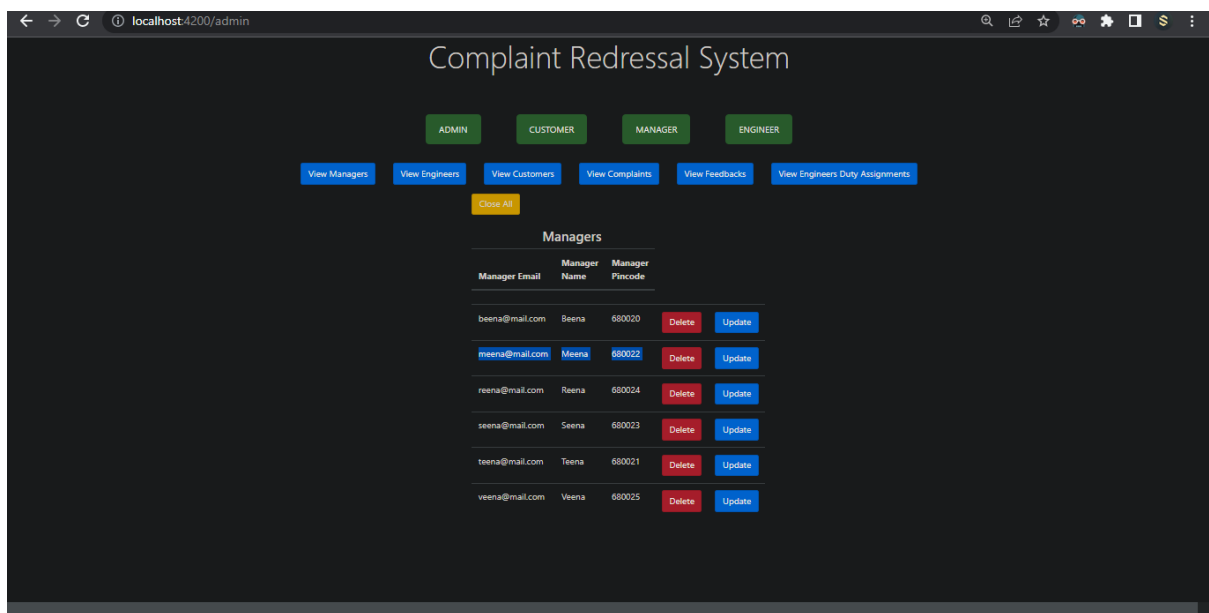
Admin



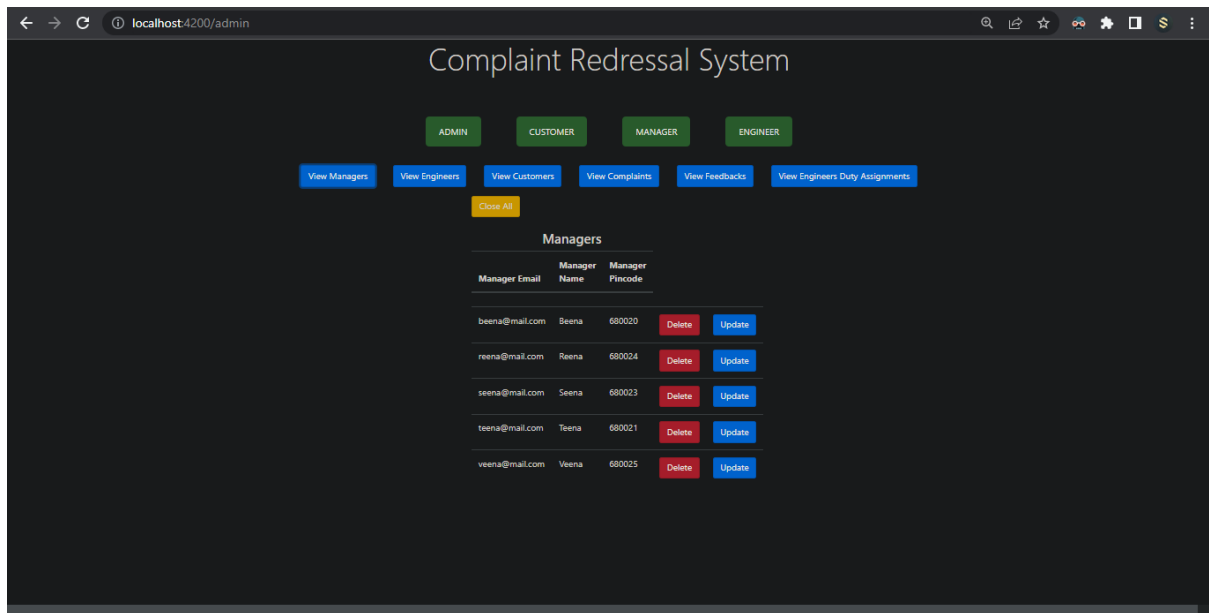
Admin views managers



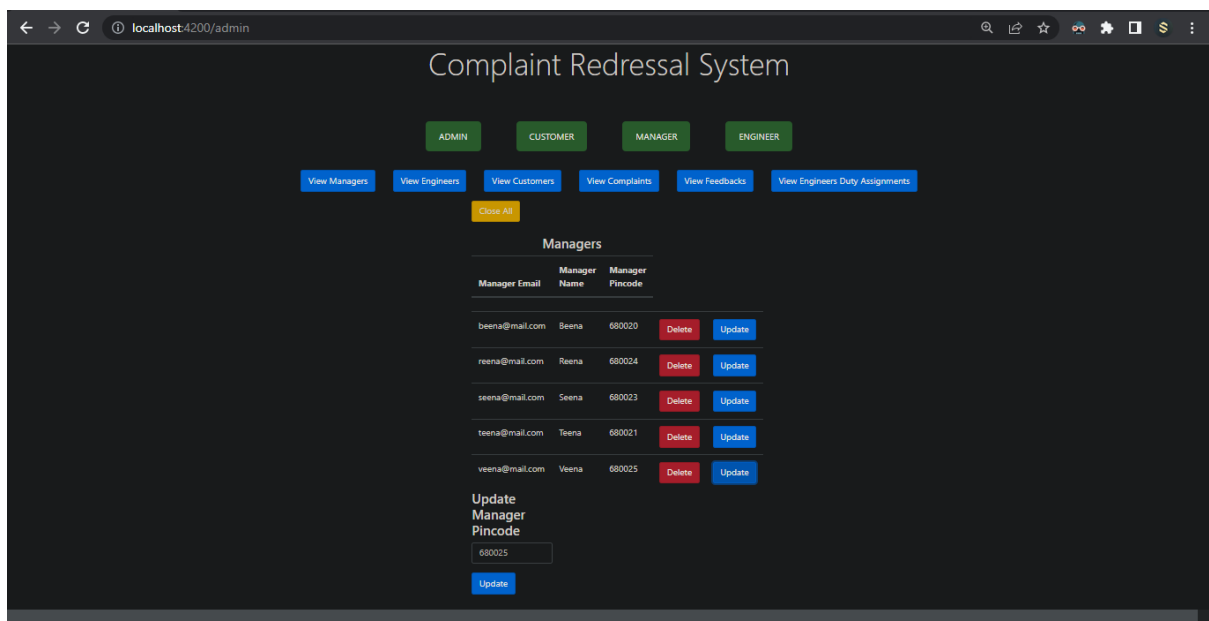
Delete manager



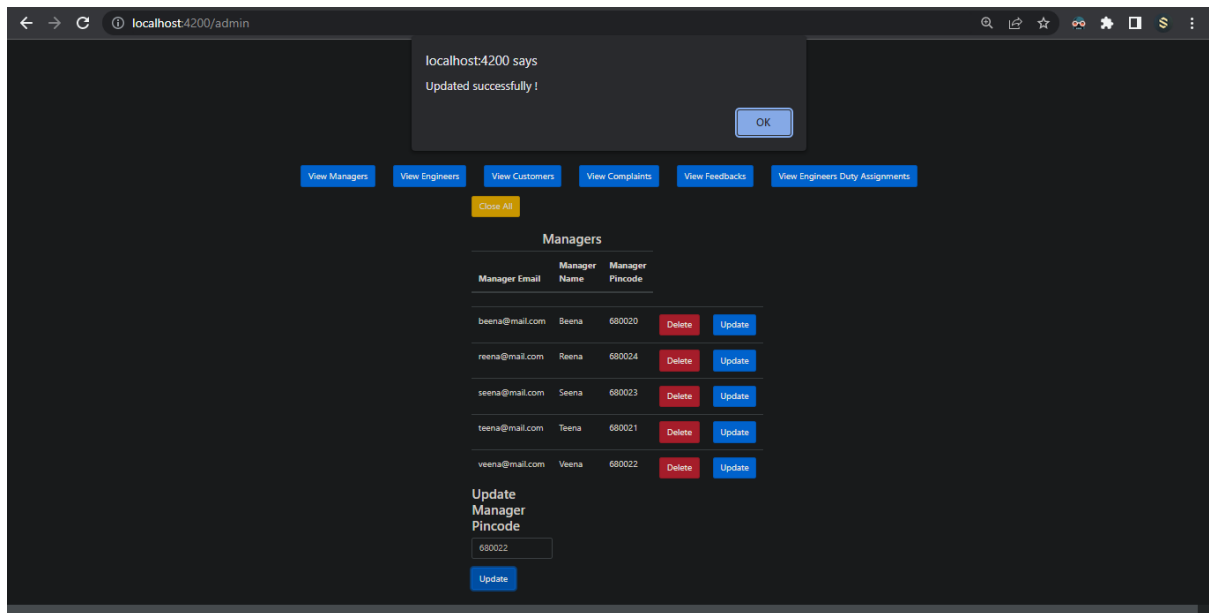
After deleting a manager



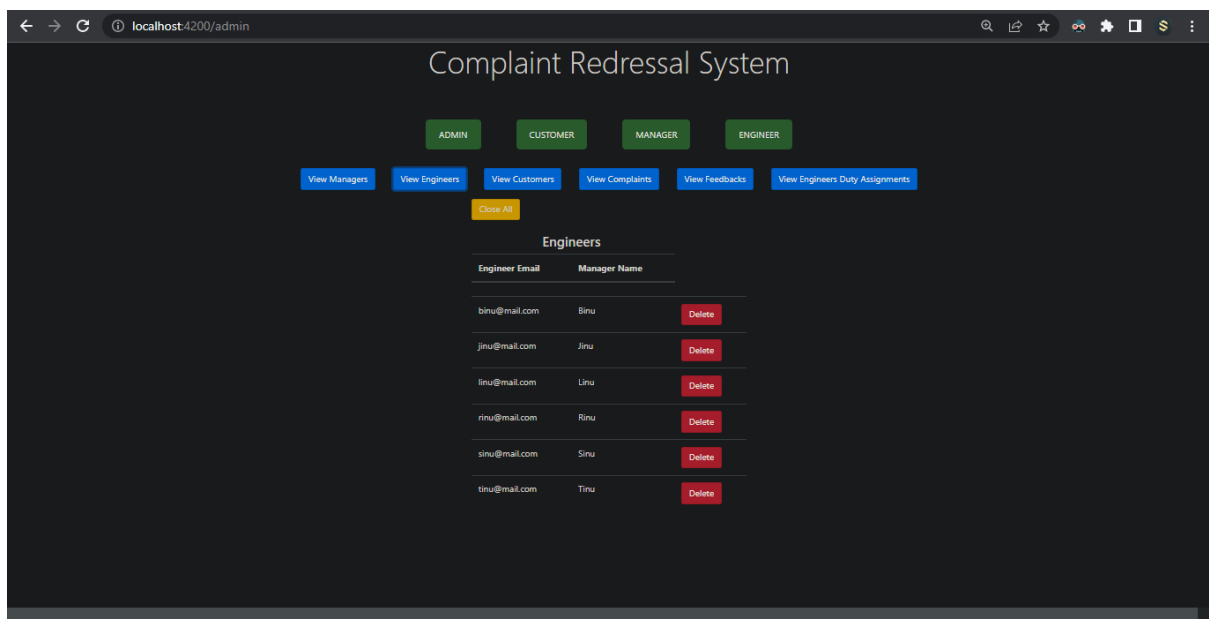
Updating manager's Pincode



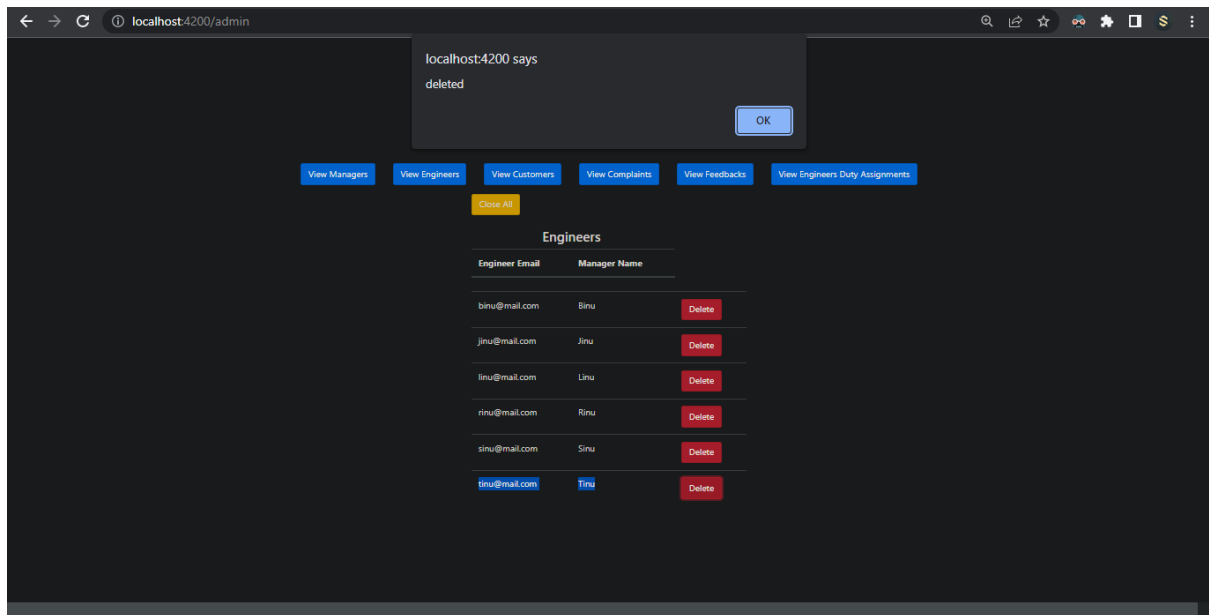
Updated Pincode



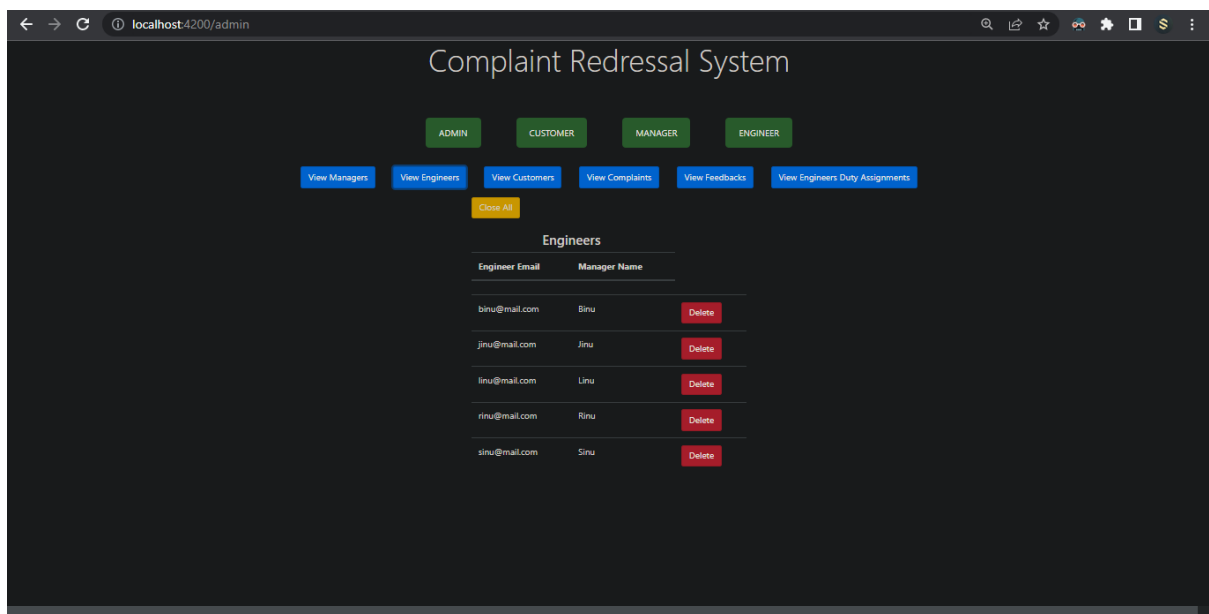
View Engineers



Deleting engineers



Engineer deleted



View customers

← → ↻ localhost:4200/admin 🔍 📄 ☆ 🛠 ⚙ 📱 💰 ⋮

View Managers View Engineers View Customers View Complaints View Feedbacks View Engineers Duty Assignments

Close All

Customers

Customer Email	Customer Name	Customer Mobile	Customer Address	Customer Pincode		
boomesh@mail.com	Boomesh	6778586855	kjij oooc ajdk 988	680024	Delete	Update
dinesh@mail.com	Dinesh	8849392944	kjij oooc ajdk 988	680026	Delete	Update
ganesh@mail.com	Ganesh	5558599932	llks djdjdd a adjd 223	680022	Delete	Update
jjesh@mail.com	Jjesh	8858743945	jhh sss rre 543	680024	Delete	Update
piyush@mail.com	Piyush	5558743932	gqg shhs h stffj 8874	680023	Delete	Update
ramesh@mail.com	Ramesh	9586833284	sdk sdjfdka vdvud 4342	680020	Delete	Update
roopesh@mail.com	Roopesh	9887863255	vbvbd sdhs sdjk 98	680025	Delete	Update
sumesh@mail.com	Sumesh	7878599932	ooyfs shufj jjajgd 7676	680021	Delete	Update

Updating customer Pincode

← → ↻ localhost:4200/admin 🔍 📄 ☆ 🛠 ⚙ 📱 💰 ⋮

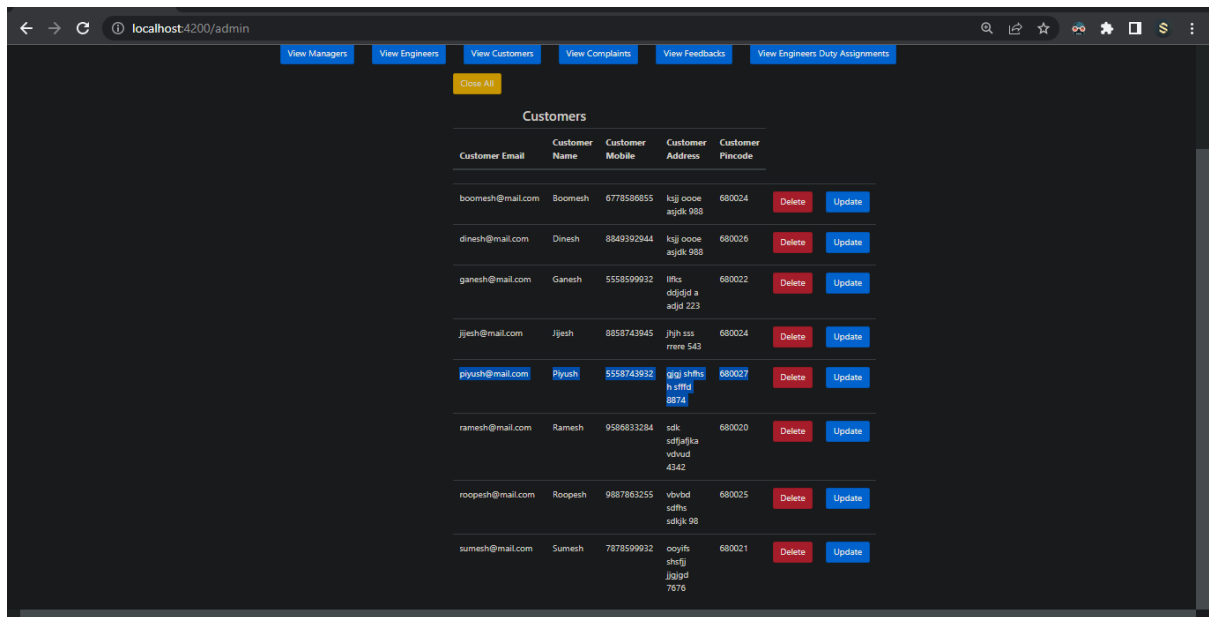
Customer Email	Name	Mobile	Address	Pincode		
boomesh@mail.com	Boomesh	6778586855	kjij oooc ajdk 988	680024	Delete	Update
dinesh@mail.com	Dinesh	8849392944	kjij oooc ajdk 988	680026	Delete	Update
ganesh@mail.com	Ganesh	5558599932	llks djdjdd a adjd 223	680022	Delete	Update
jjesh@mail.com	Jjesh	8858743945	jhh sss rre 543	680024	Delete	Update
piyush@mail.com	Piyush	5558743932	gqg shhs h stffj 8874	680027	Delete	Update
ramesh@mail.com	Ramesh	9586833284	sdk sdjfdka vdvud 4342	680020	Delete	Update
roopesh@mail.com	Roopesh	9887863255	vbvbd sdhs sdjk 98	680025	Delete	Update
sumesh@mail.com	Sumesh	7878599932	ooyfs shufj jjajgd 7676	680021	Delete	Update

Update Customer Pincode

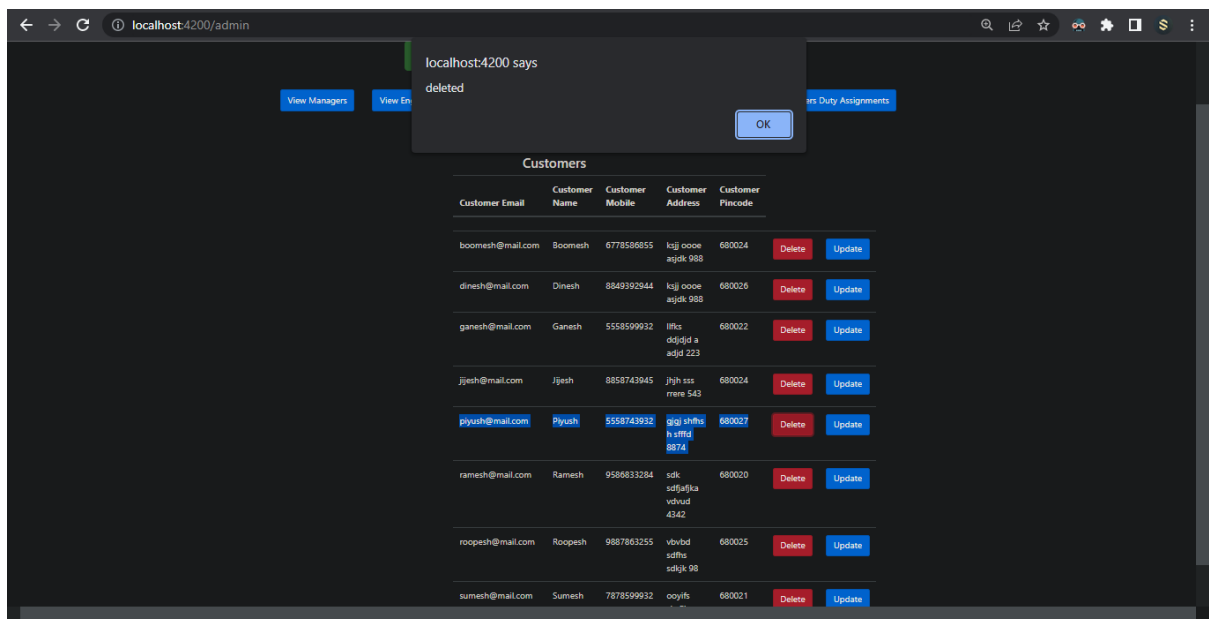
680027

Update

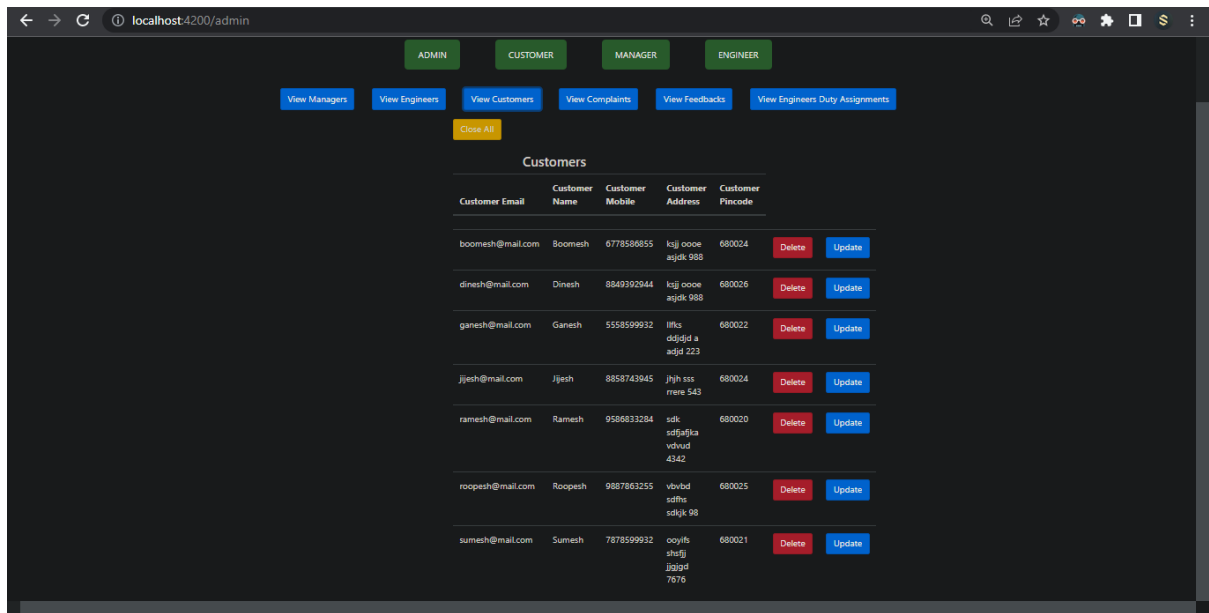
Updated customer



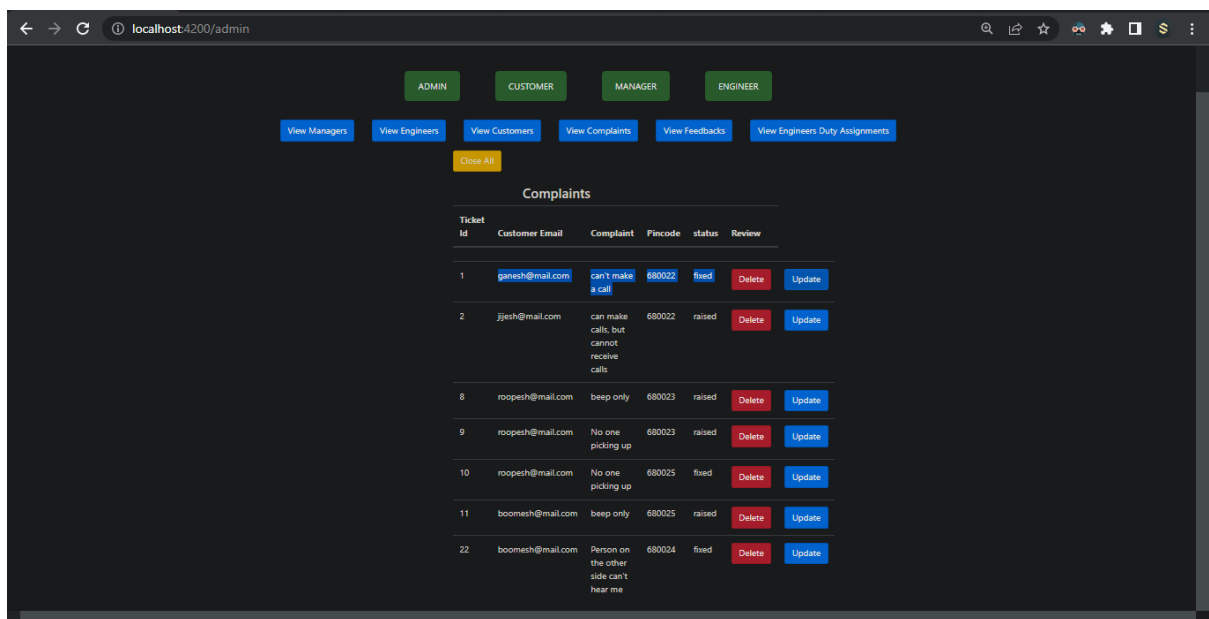
Deleting customer

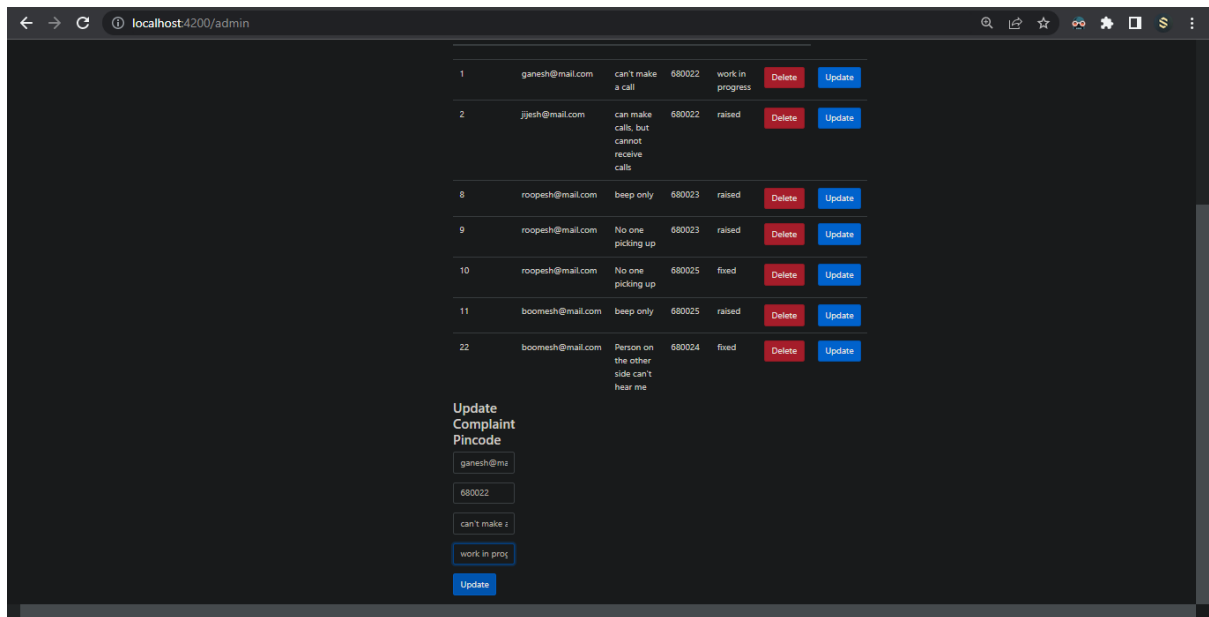


Customer deleted

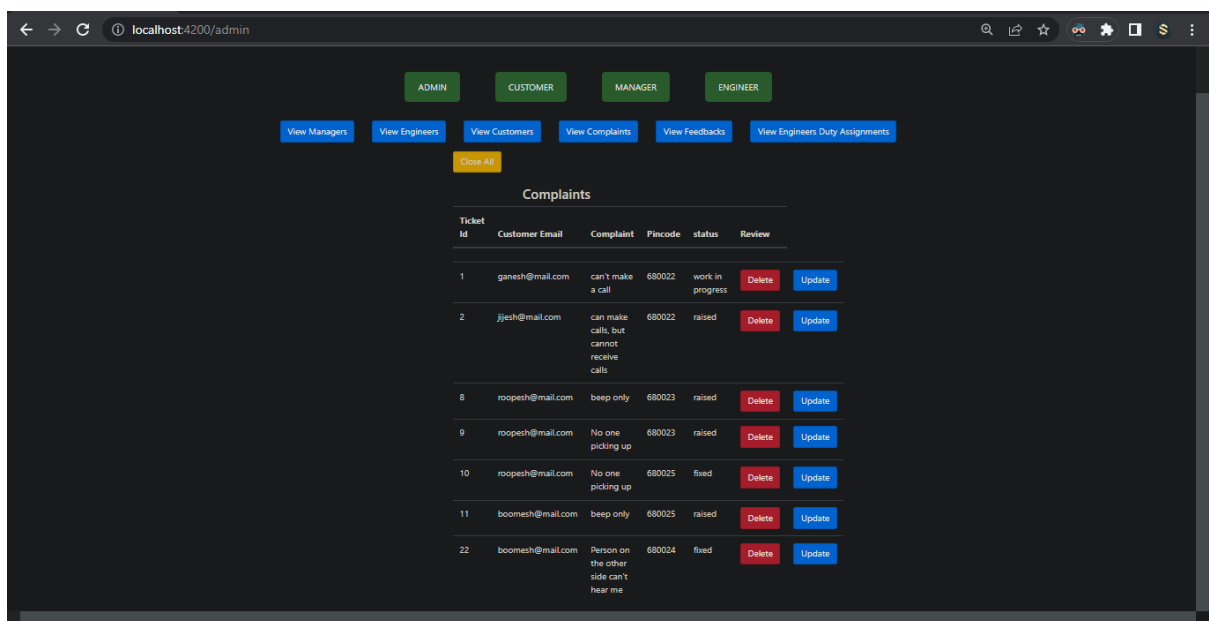


Updating complaints (here by status)

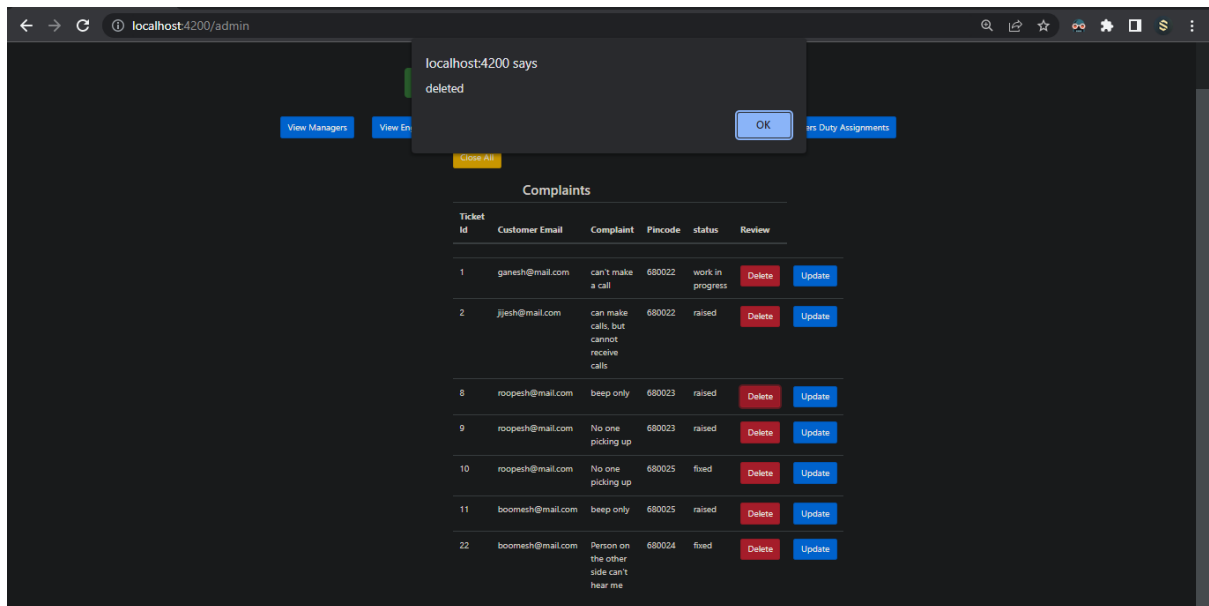




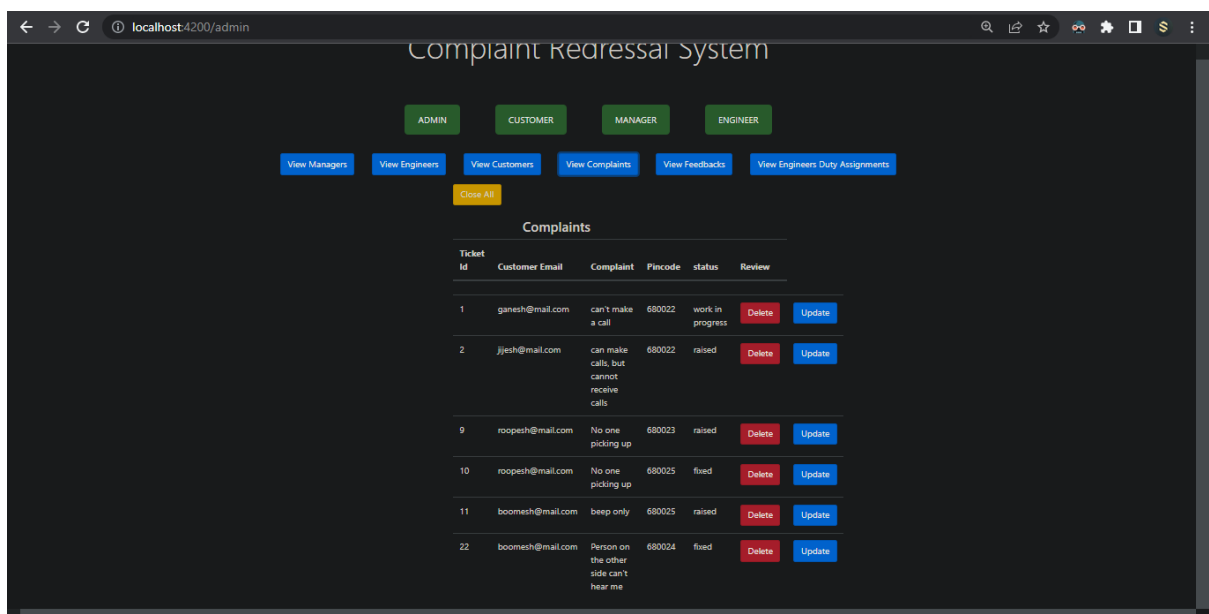
Complaint status updated



Deleting complaint



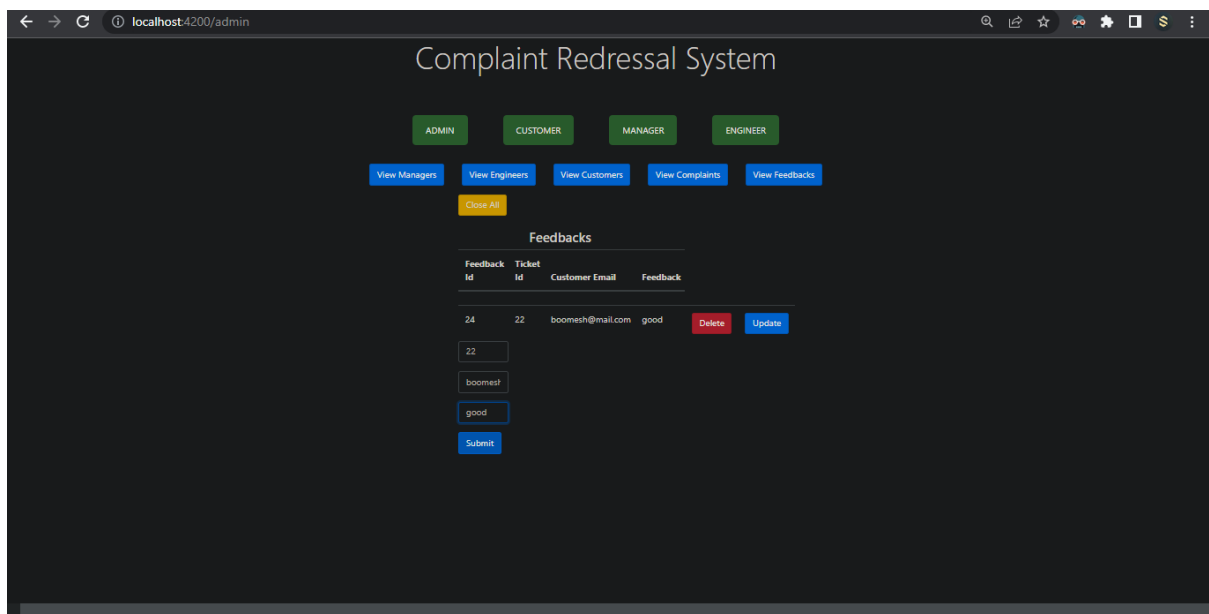
Complaint deleted



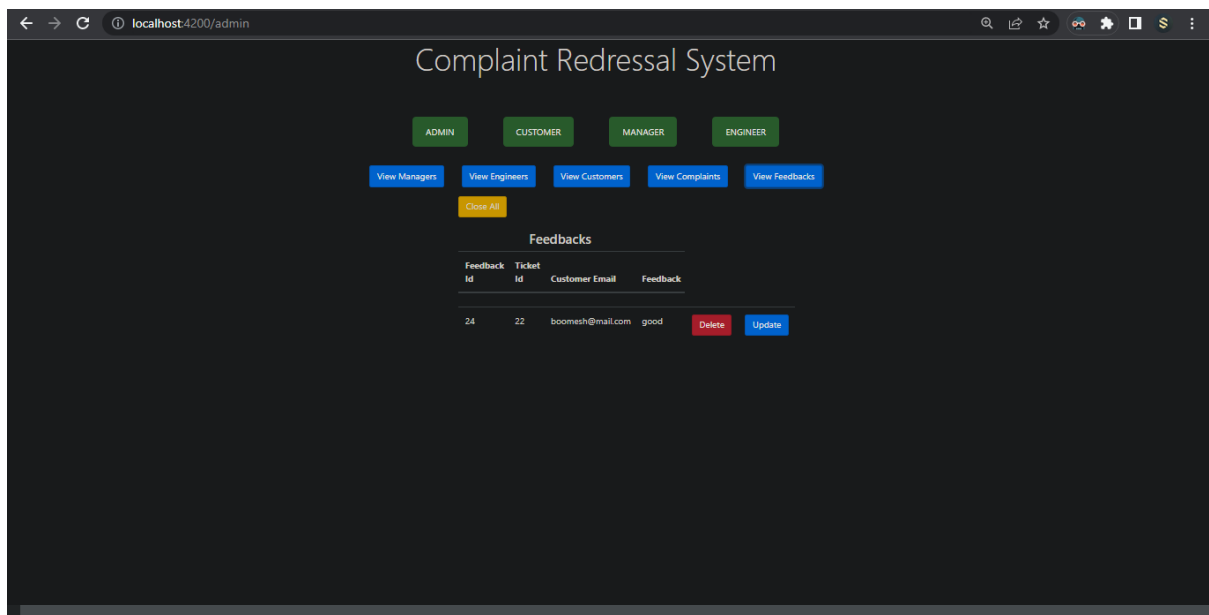
View Feedbacks



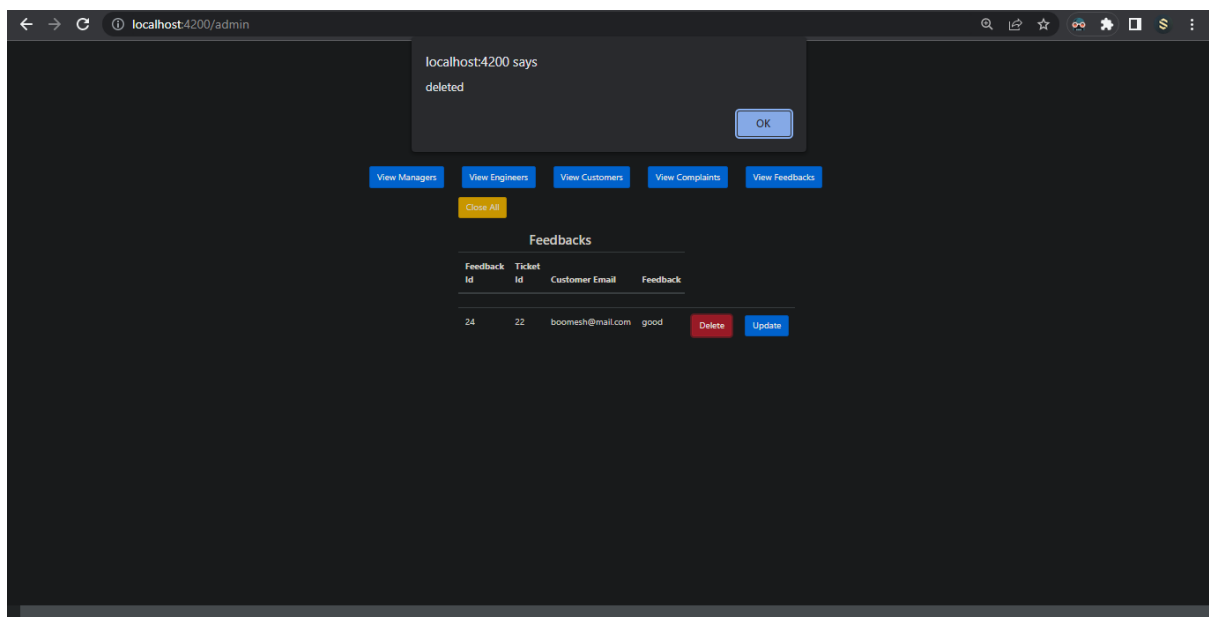
Updating feedback



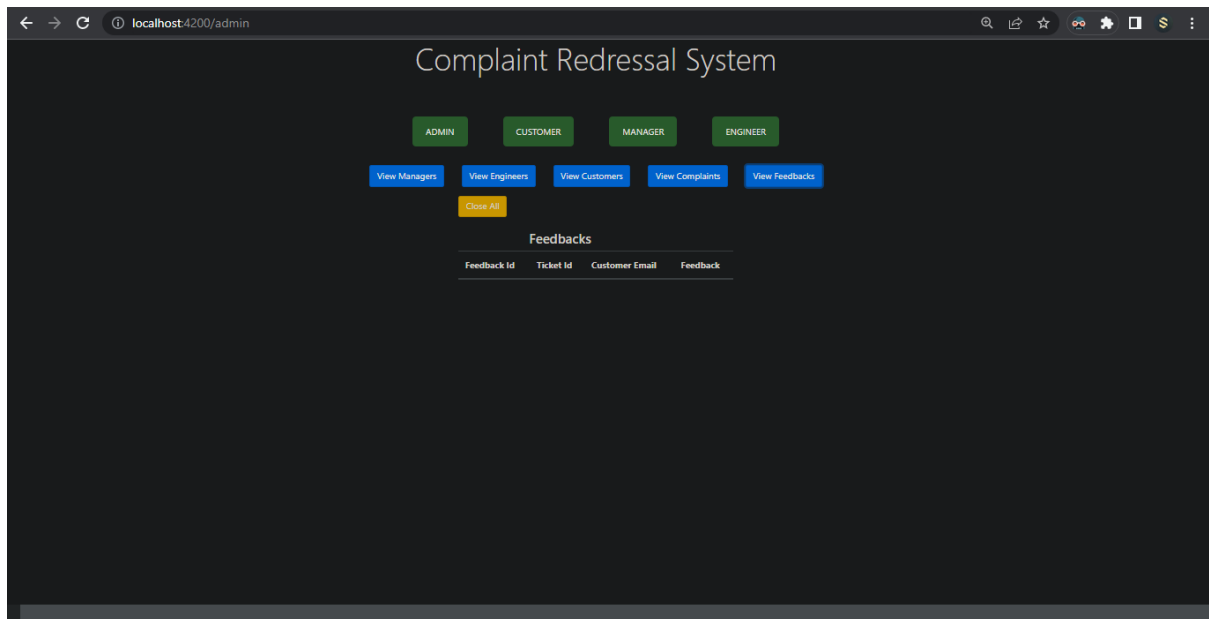
Updated feedback



Deleting feedback

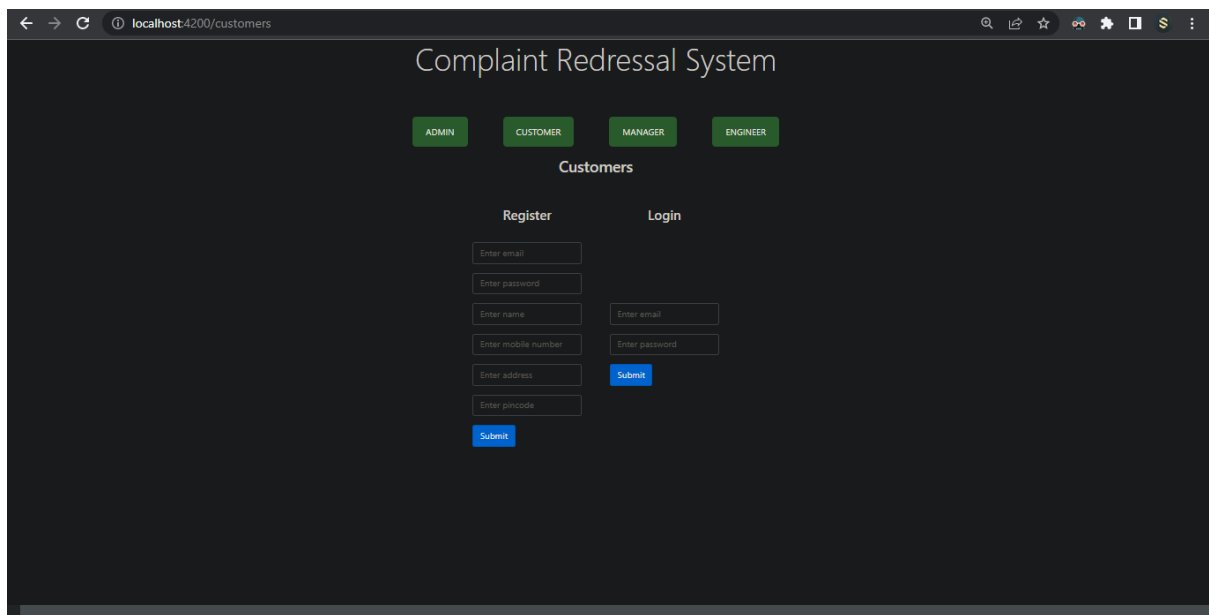


Feedback deleted



Customers

Register/login



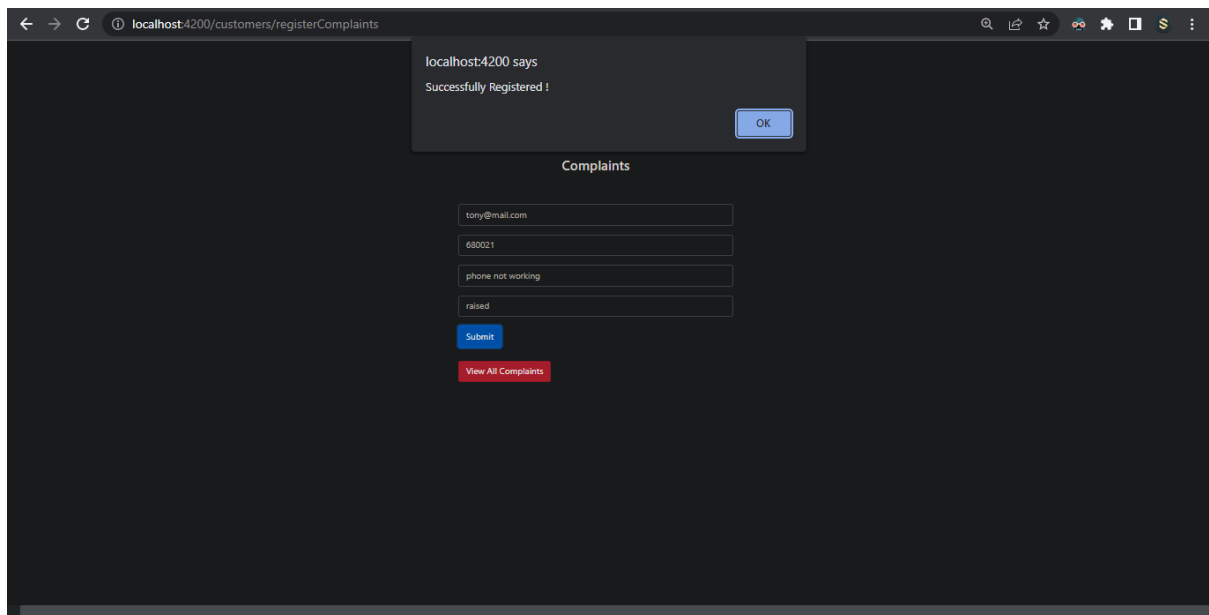
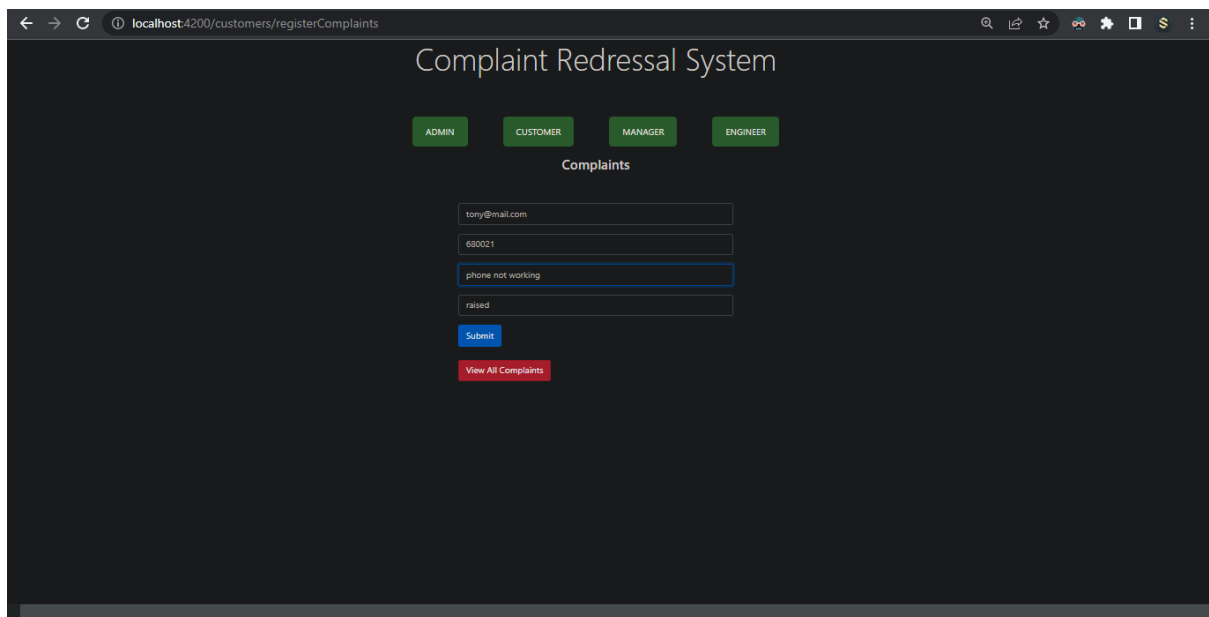
Registering Customer

A screenshot of a web browser showing the 'Complaint Redressal System' login page. The browser's address bar displays 'localhost:4200/customers'. The page has a dark theme. At the top, there are four green buttons: 'ADMIN', 'CUSTOMER', 'MANAGER', and 'ENGINEER'. Below these is the heading 'Customers'. The page is divided into two sections: 'Register' and 'Login'. The 'Register' section contains input fields for 'Email' (with 'tony@mail.com' entered), 'Password' (with '*****' entered), 'Name' (with 'Tony' entered), 'Mobile Number' (with '9855867102' entered), 'Address' (with 'ktjj oooo ajdk 988' entered), and 'Pincode' (with '680021' entered). There are two 'Submit' buttons, one for each section. The 'Login' section contains input fields for 'Email' and 'Password', both with placeholder text 'Enter email' and 'Enter password' respectively, and a 'Submit' button.

Logging in

A screenshot of the same web browser showing the 'Complaint Redressal System' registration page. The browser's address bar displays 'localhost:4200/customers'. The page has a dark theme. At the top, there are four green buttons: 'ADMIN', 'CUSTOMER', 'MANAGER', and 'ENGINEER'. Below these is the heading 'Customers'. The page is divided into two sections: 'Register' and 'Login'. The 'Register' section contains input fields for 'Email', 'Password', 'Name', 'Mobile Number', 'Address', and 'Pincode', all with placeholder text. There is a 'Submit' button at the bottom of this section. The 'Login' section contains input fields for 'Email' (with 'tony@mail.com' entered) and 'Password' (with '*****' entered), and a 'Submit' button.

Logged in, customer can register a complaint



Viewing registered complaints

localhost:4200/customers/registerComplaints

Complaint Redressal System

ADMIN CUSTOMER MANAGER ENGINEER

Complaints

Ticket Id	Customer Email	Complaint	Pincode	status	Review
25	tony@mail.com	phone not working	680021	raised	<input type="button" value="Send Feedback"/>

Manager

Register/login

localhost:4200/managers

Complaint Redressal System

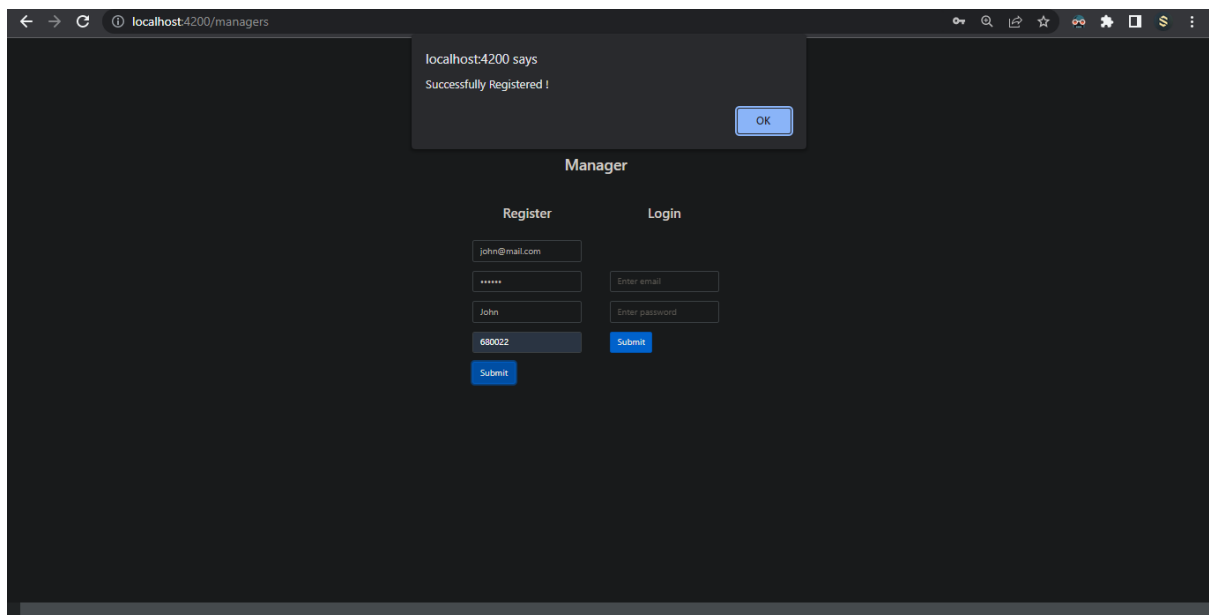
ADMIN CUSTOMER MANAGER ENGINEER

Manager

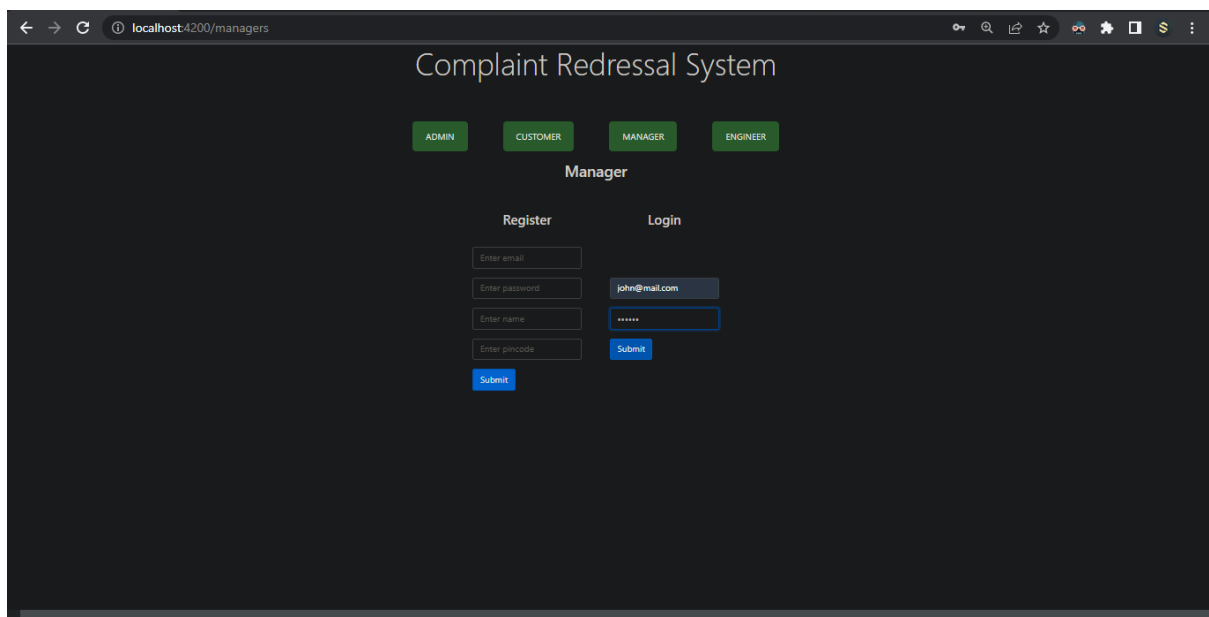
Register

Login

Registered a new manager



Manager logging in



Manager logged in can view complaints and feedbacks

localhost:4200/managers

Complaint Redressal System

[ADMIN](#) [CUSTOMER](#) [MANAGER](#) [ENGINEER](#)

Manager

Register

Login

[View All Complaints](#) [View All Feedbacks](#)

Viewing complaints that has the manager's pincode

localhost:4200/managers

Complaint Redressal System

[ADMIN](#) [CUSTOMER](#) [MANAGER](#) [ENGINEER](#)

Manager

Register

Login

[View All Complaints](#) [View All Feedbacks](#)

Ticket Id : 1	Customer Email : ganesh@mail.com	Complaint : can't make a call	Pincode : 680022	Status : work in progress	Assign Engineers	Submit
Ticket Id : 2	Customer Email : jjesh@mail.com	Complaint : can make calls, but cannot	Pincode : 680022	Status : raised	Assign Engineers	Submit

Assigning engineer

localhost:4200/managers

Complaint Redressal System

ADMIN CUSTOMER MANAGER ENGINEER

Manager

Register

Enter email

Enter password

Enter name

Enter pincode

Submit

Login

Enter email

Enter password

Submit

[View All Complaints](#) [View All Feedbacks](#)

Ticket Id : 1	Customer Email : ganesh@mail.com	Complaint : can't make a call	Pincode : 680022	Status : work in progress	binu@mail.com	Submit
Ticket Id : 2	Customer Email : jjesh@mail.com	Complaint : can make calls, but cannot	Pincode : 680022	Status : raised	rinu@mail.com	Submit

Successfully assigned engineer

localhost:4200/managers

localhost:4200 says
Engineer Assigned
OK

Manager

Register

Enter email

Enter password

Enter name

Enter pincode

Submit

Login

Enter email

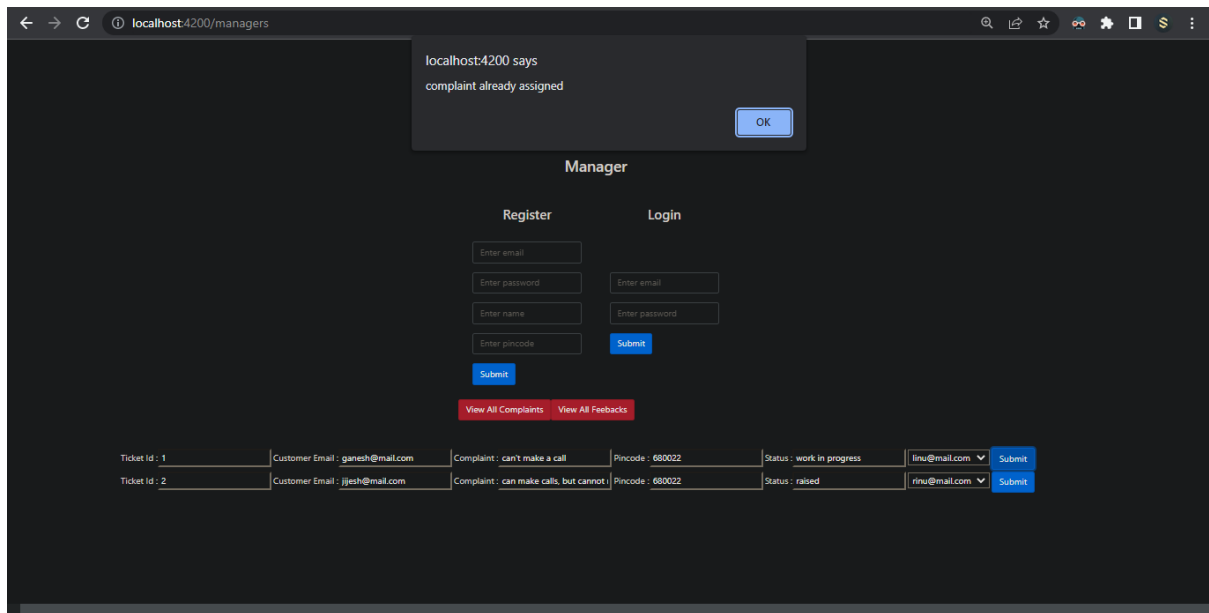
Enter password

Submit

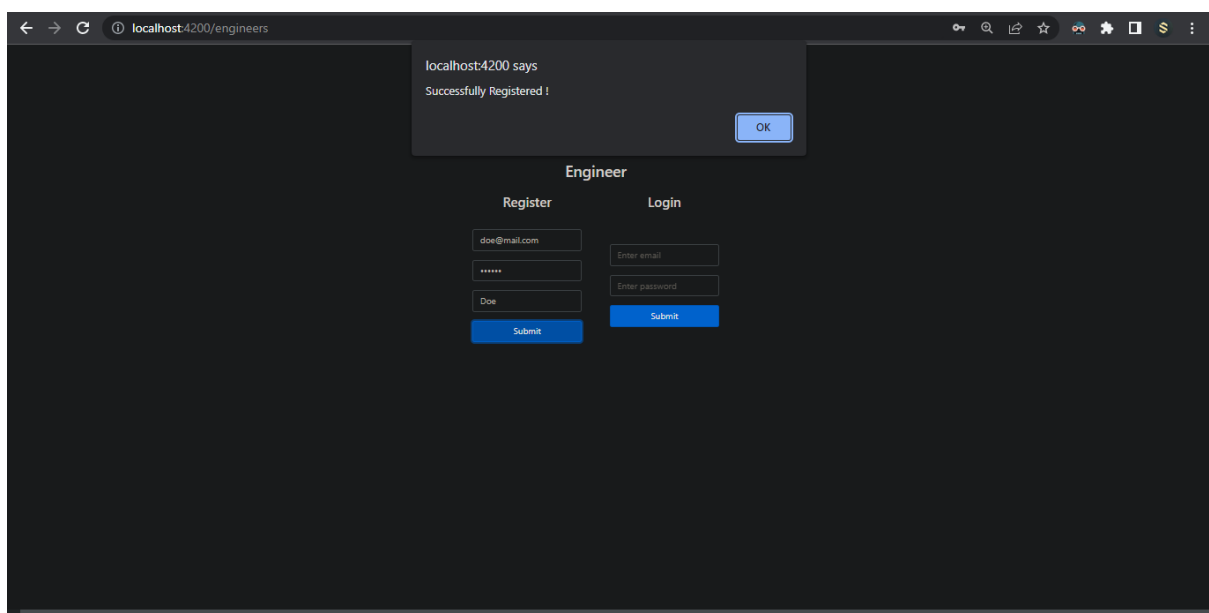
[View All Complaints](#) [View All Feedbacks](#)

Ticket Id : 1	Customer Email : ganesh@mail.com	Complaint : can't make a call	Pincode : 680022	Status : work in progress	binu@mail.com	Submit
Ticket Id : 2	Customer Email : jjesh@mail.com	Complaint : can make calls, but cannot	Pincode : 680022	Status : raised	rinu@mail.com	Submit

Assigning a complaint to an already assigned engineer notifies the manager that it is already assigned



registering an engineer



Engineer logging in

The screenshot shows a web browser at the URL `localhost:4200/engineers`. The page title is "Complaint Redressal System". At the top, there are four green buttons: ADMIN, CUSTOMER, MANAGER, and ENGINEER. Below these, the word "Engineer" is centered. Under "Engineer", there are two sections: "Register" and "Login". The "Register" section has three input fields: "Enter email", "Enter password", and "Enter name", followed by a blue "Submit" button. The "Login" section has two input fields: "Enter email" (containing "doe@mail.com") and "Enter password" (containing "*****"), followed by a blue "Submit" button.

Engineer logged in can view complaints assigned and the feedbacks

The screenshot shows the same web browser at the URL `localhost:4200/engineers`. The page title is "Complaint Redressal System". At the top, there are four green buttons: ADMIN, CUSTOMER, MANAGER, and ENGINEER. Below these, the word "Engineer" is centered. Under "Engineer", there are two sections: "Register" and "Login". The "Register" section has three input fields: "Enter email", "Enter password", and "Enter name", followed by a blue "Submit" button. The "Login" section has two input fields: "Enter email" and "Enter password", followed by a blue "Submit" button. Below the login section, there are two red buttons: "View All Complaints" and "View All Feedbacks".

Viewing the complaint and updating the status

localhost:4200/engineers

Complaint Redressal System

[ADMIN](#) [CUSTOMER](#) [MANAGER](#) [ENGINEER](#)

Engineer

Register

Login

[View All Complaints](#) [View All Feedbacks](#)

Ticket Id : 10	Customer Email : roopesh@mail.com	Complaint : No one picking up	Pincode : 680025	Status : fixed	<input type="submit" value="Submit"/>
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Updating the status of the complaint

localhost:4200/engineers

Complaint Redressal System

[ADMIN](#) [CUSTOMER](#) [MANAGER](#) [ENGINEER](#)

Engineer

Register

Login

[View All Complaints](#) [View All Feedbacks](#)

Ticket Id : 10	Customer Email : roopesh@mail.com	Complaint : No one picking up	Pincode : 680025	Status : work in progress	<input type="submit" value="Submit"/>
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Customer logging in to view the status, which changed by the customer

localhost:4200/customers/registerComplaints

Complaint Redressal System

ADMIN CUSTOMER MANAGER ENGINEER

Complaints

Enter email

Enter pincode

Enter complaint

Enter status

Submit

View All Complaints

Ticket Id	Customer Email	Complaint	Pincode	status	Review
9	roopesh@mail.com	No one picking up	680023	raised	Send Feedback
10	roopesh@mail.com	No one picking up	680025	work in progress	Send Feedback

Customer sending the feedback

localhost:4200/feedbacks/sendFeedback

Complaint Redressal System

ADMIN CUSTOMER MANAGER ENGINEER

Send Feedback

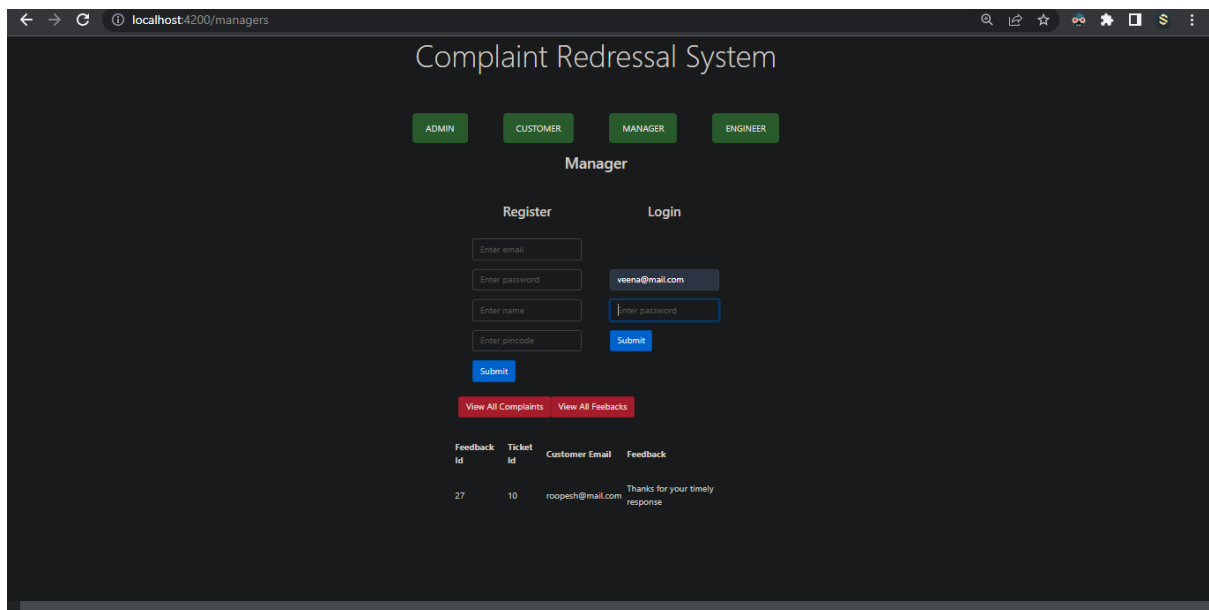
10

roopesh@mail.com

Thanks for your timely response

Submit

Manager viewing the feedback



Engineer viewing all feedbacks

