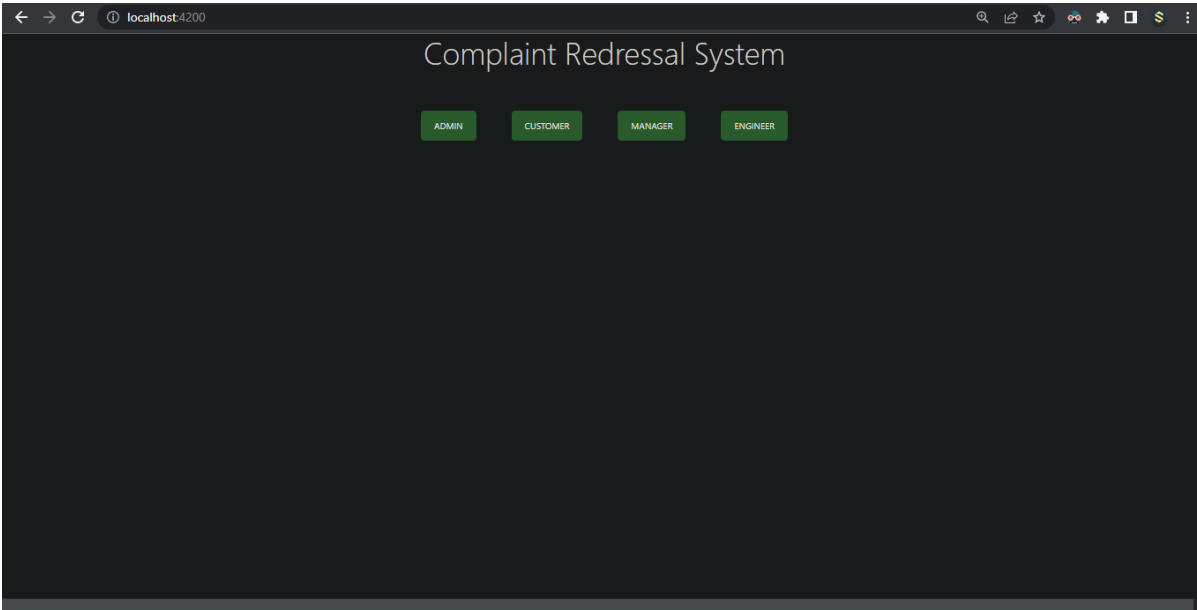# Complaint Redressal System
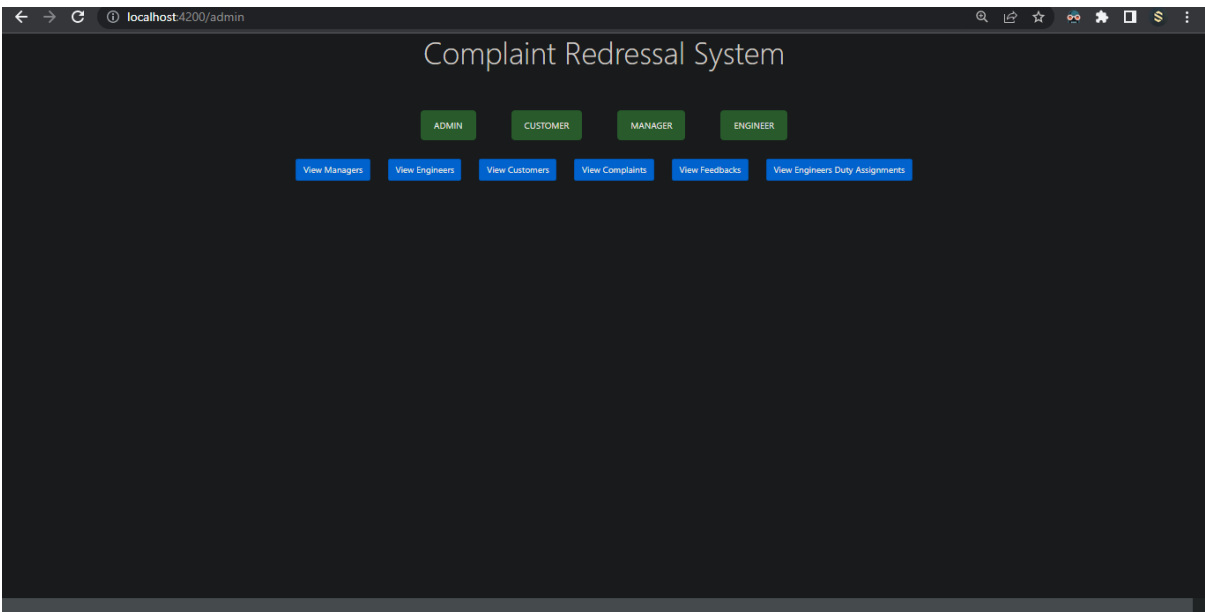Phase 6 Project

Screenshots

Home page
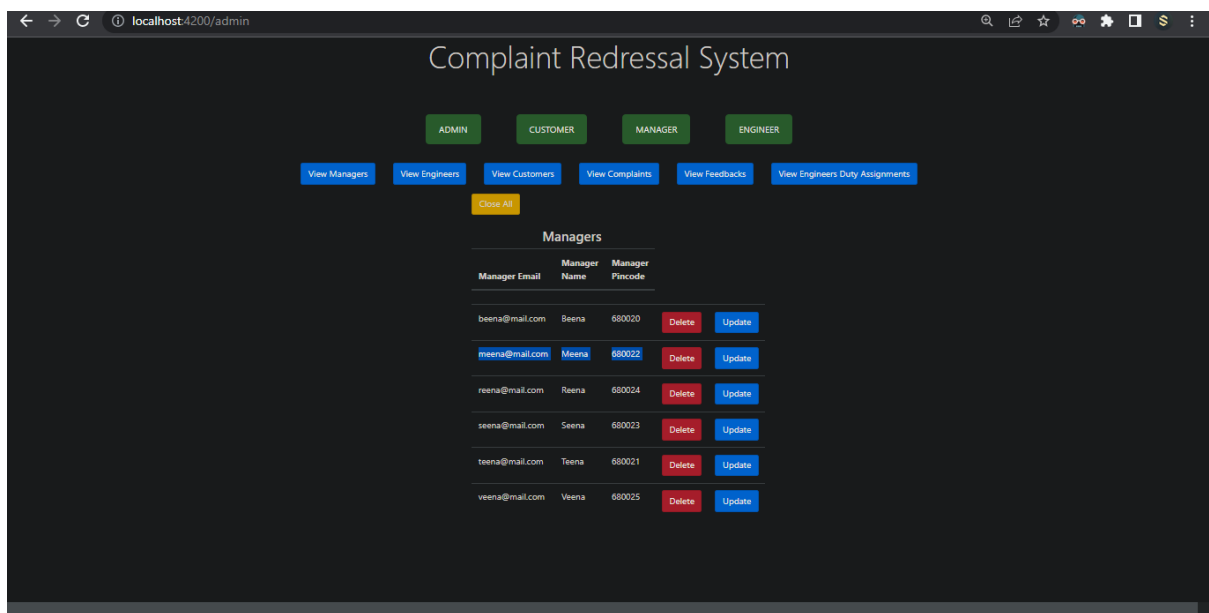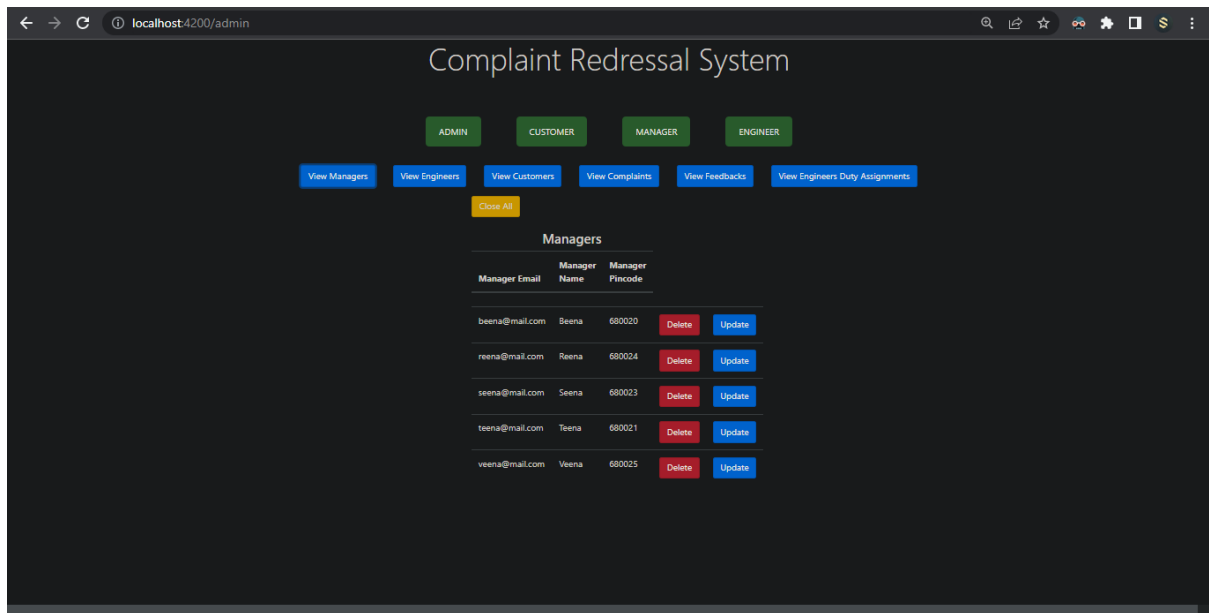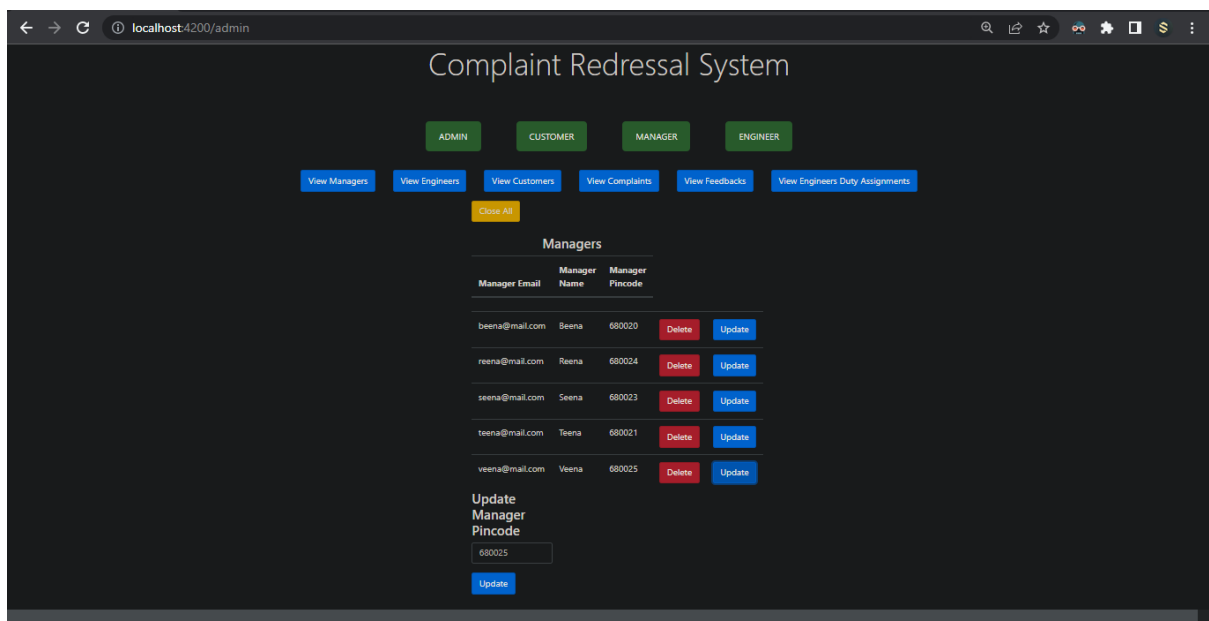

Admin

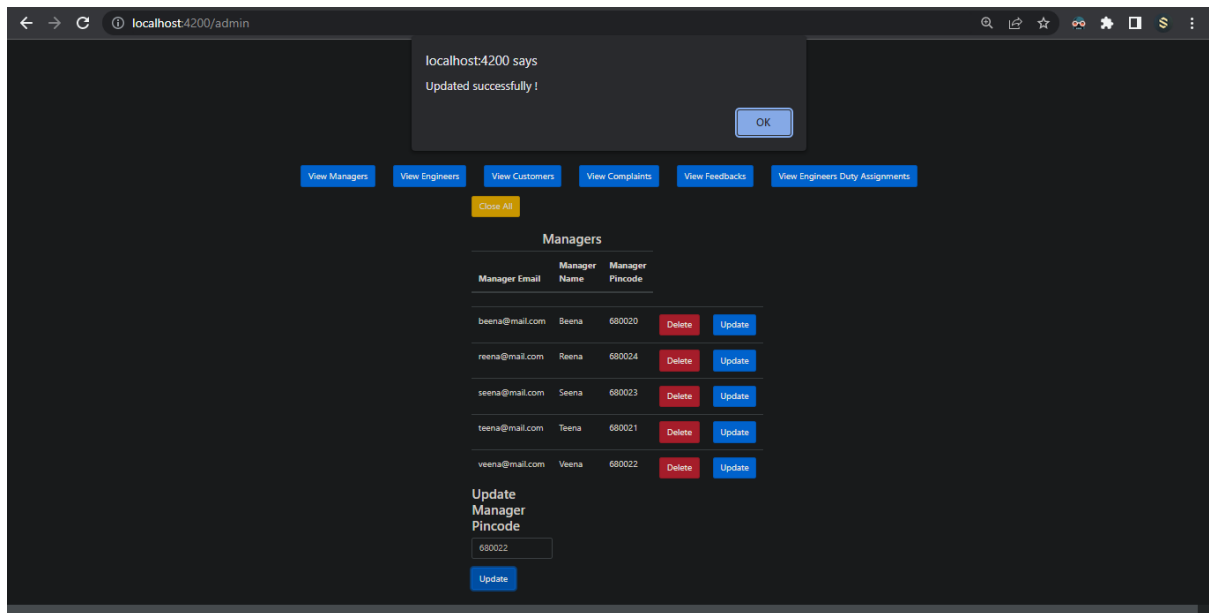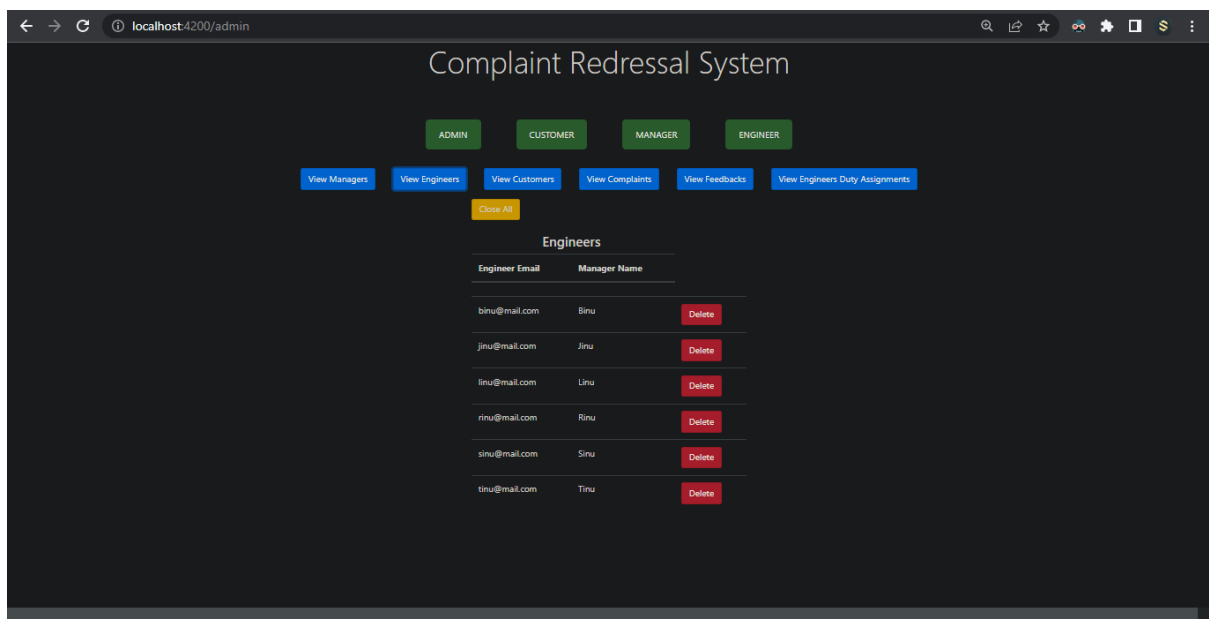Admin views managers

Delete manager

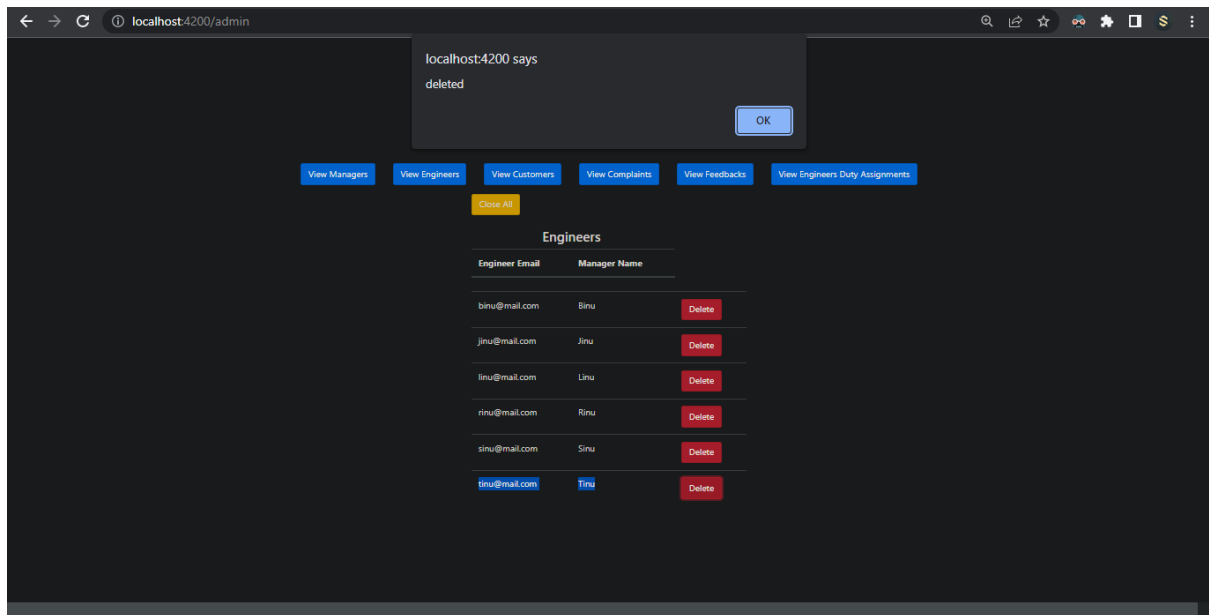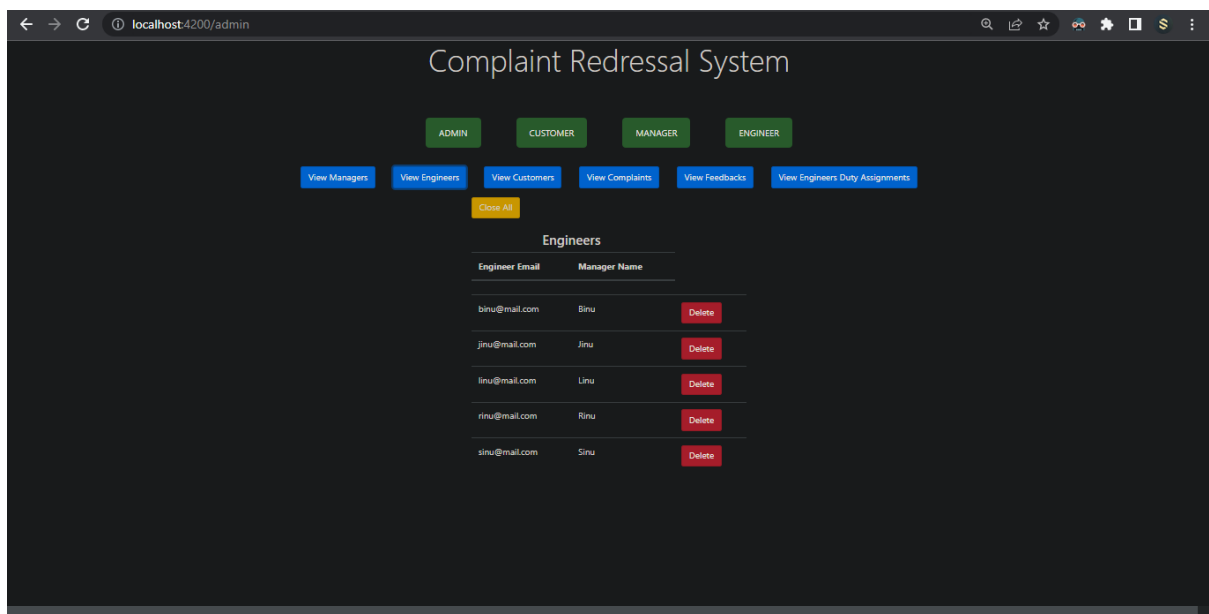After deleting a manager

Updating manager's Pincode

Updated Pincode

View Engineers

Deleting engineers

Engineer deleted

View customers

Updating customer Pincode

Updated customer

Deleting customer

Customer deleted

Customers

Customer Email	Customer Name	Customer Mobile	Customer Address	Customer Pincode		
boomesh@mail.com	Boomesh	6778586855	ksjj oooe asjdk 988	680024	Delete	Update
dinesh@mail.com	Dinesh	8849392944	ksjj oooe asjdk 988	680026	Delete	Update
ganesh@mail.com	Ganesh	5558599932	llfks ddjdjd a adjd 223	680022	Delete	Update
jijesh@mail.com	Jijesh	8858743945	jhjh sss rrere 543	680024	Delete	Update
ramesh@mail.com	Ramesh	9586833284	sdk sdfjafjka vdvud 4342	680020	Delete	Update
roopesh@mail.com	Roopesh	9887863255	vbvbd sdfhs sdkjk 98	680025	Delete	Update
sumesh@mail.com	Sumesh	7878599932	ooyifs shsfjj jjgjgd 7676	680021	Delete	Update

Updating complaints (here by status)

Complaints

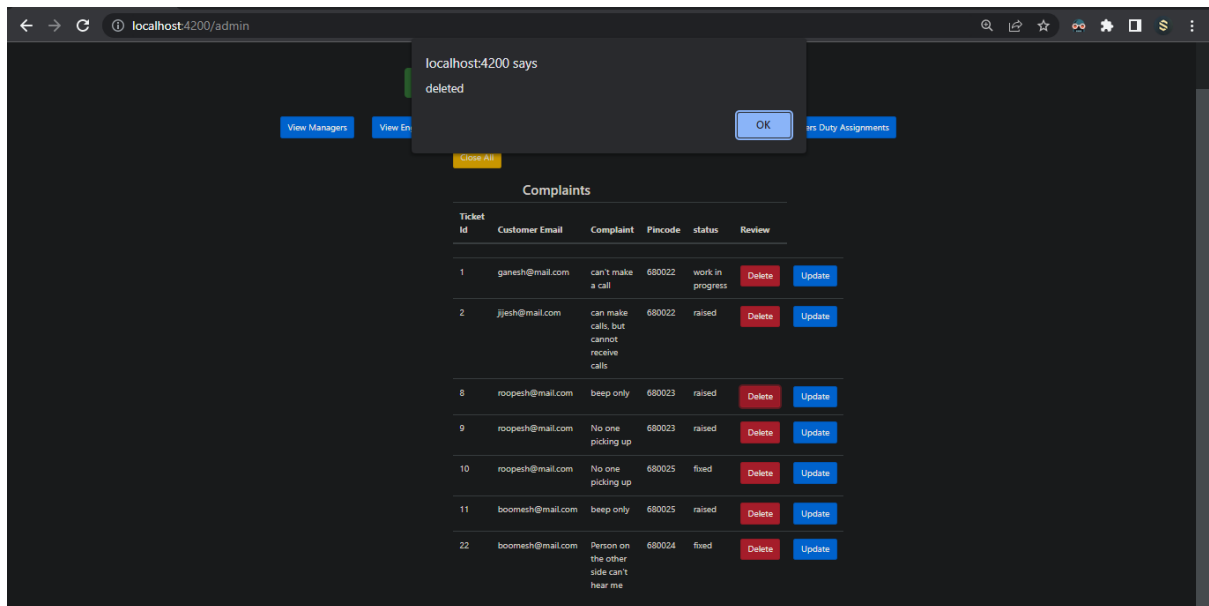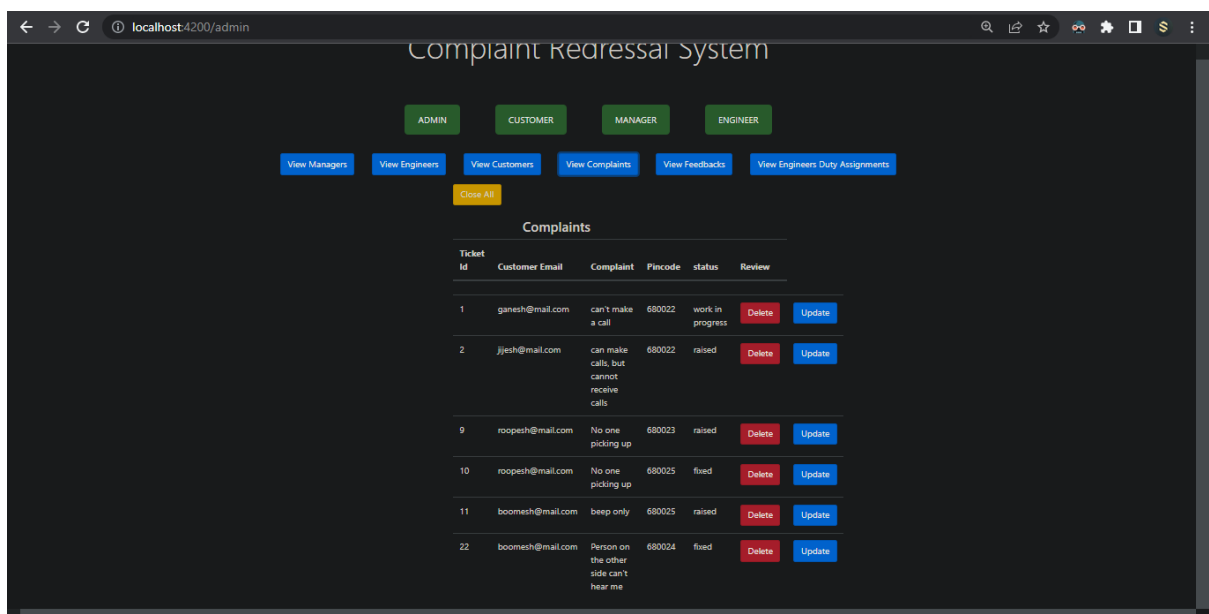| Ticket Id	Customer Email	Complaint	Pincode	status	Review		
1	ganesh@mail.com	can't make a call	680022	fixed		Delete	Update
2	jijesh@mail.com	can make calls, but cannot receive calls	680022	raised		Delete	Update
8	roopesh@mail.com	beep only	680023	raised		Delete	Update
9	roopesh@mail.com	No one picking up	680023	raised		Delete	Update
10	roopesh@mail.com	No one picking up	680025	fixed		Delete	Update
11	boomesh@mail.com	beep only	680025	raised		Delete	Update
22	boomesh@mail.com	Person on the other side can't hear me	680024	fixed		Delete	Update

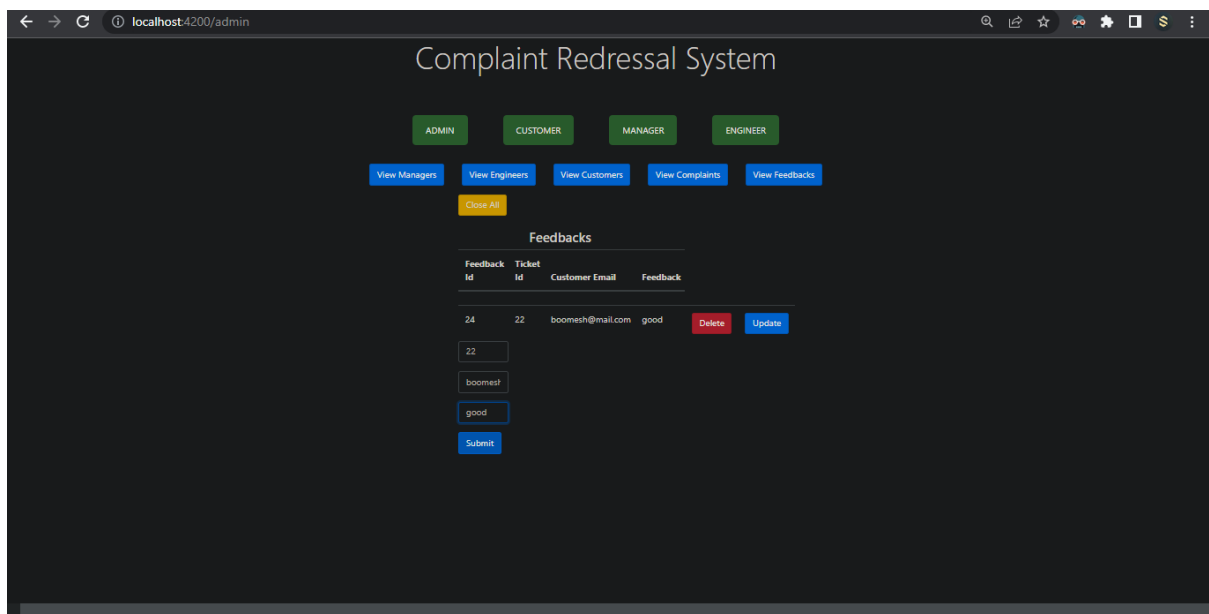Complaint status updated
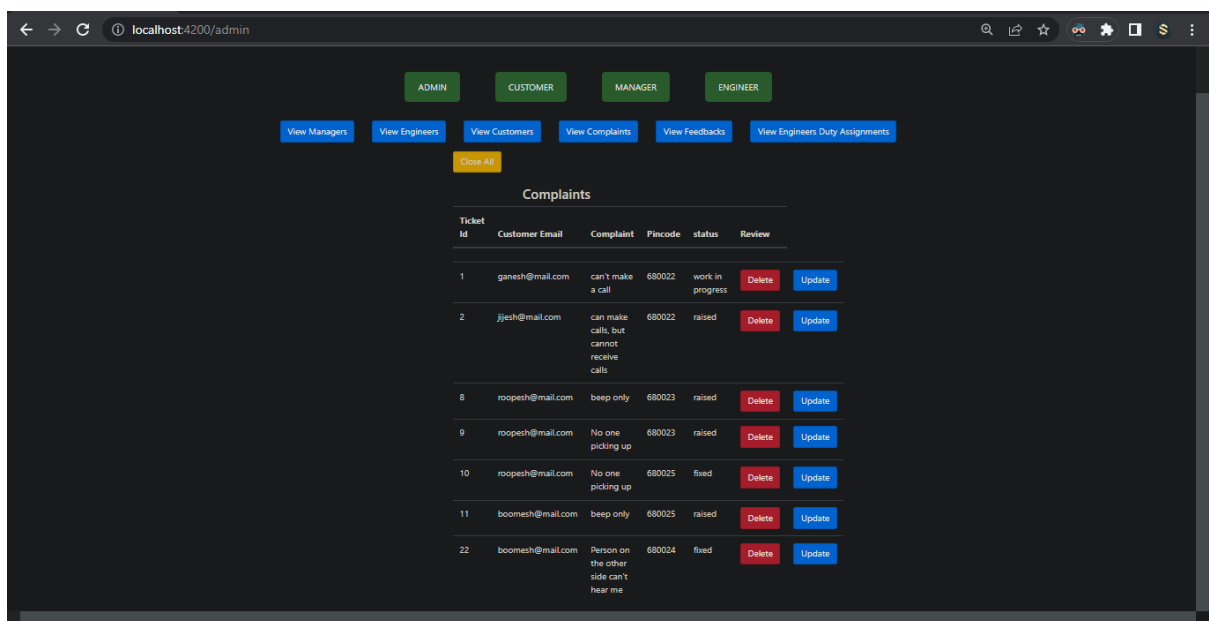
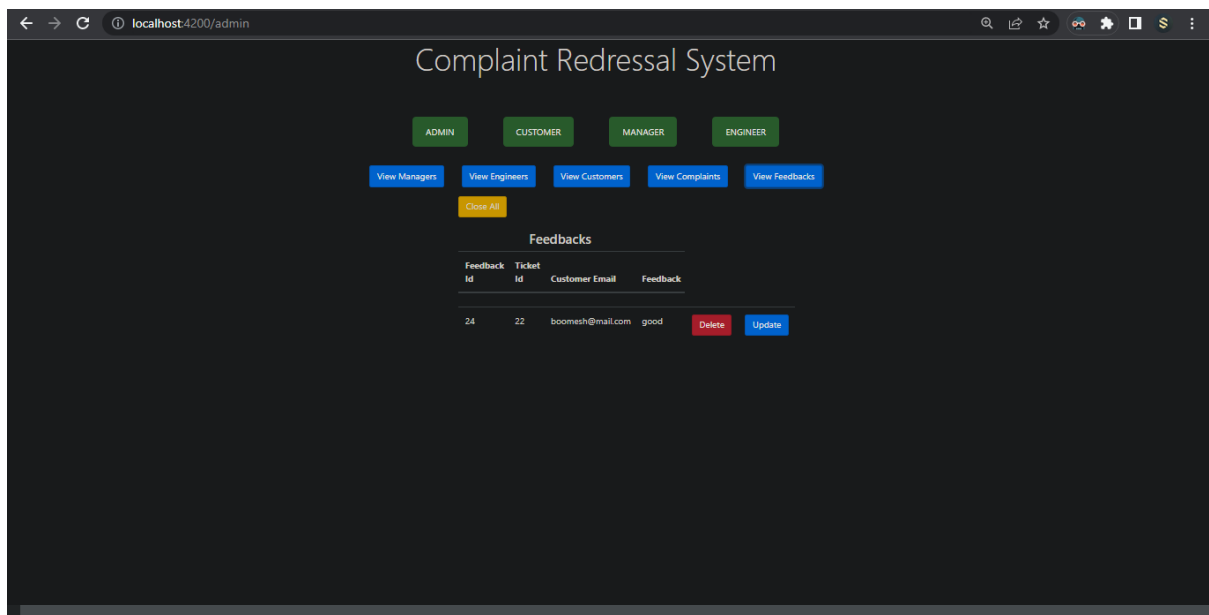Deleting complaint

Complaint deleted
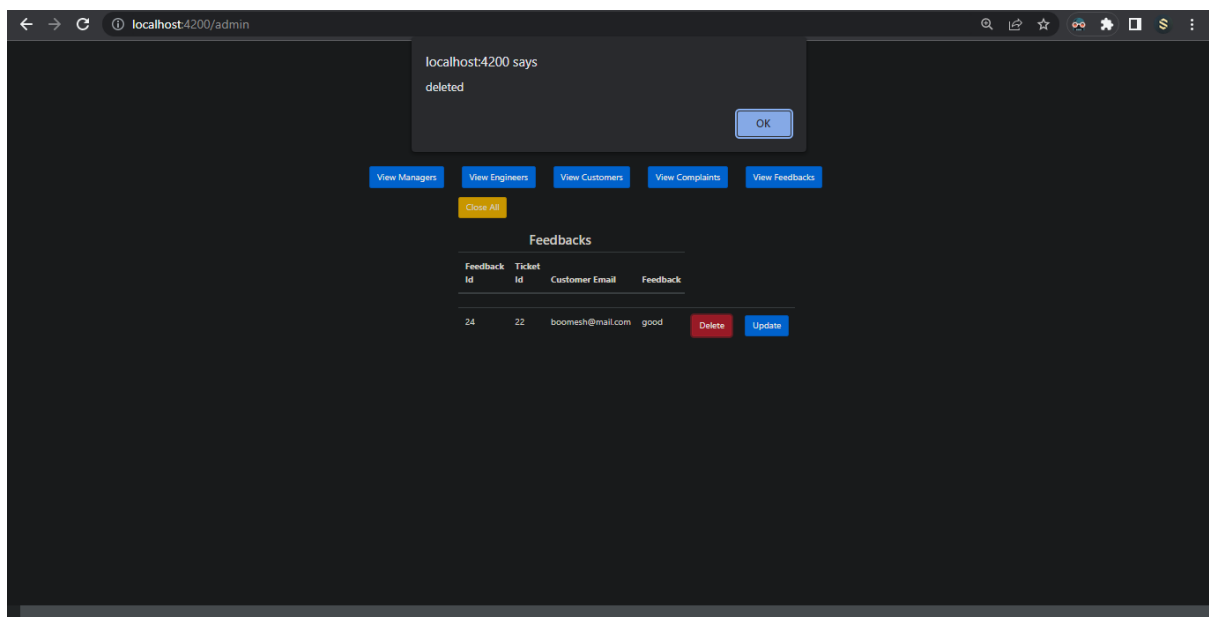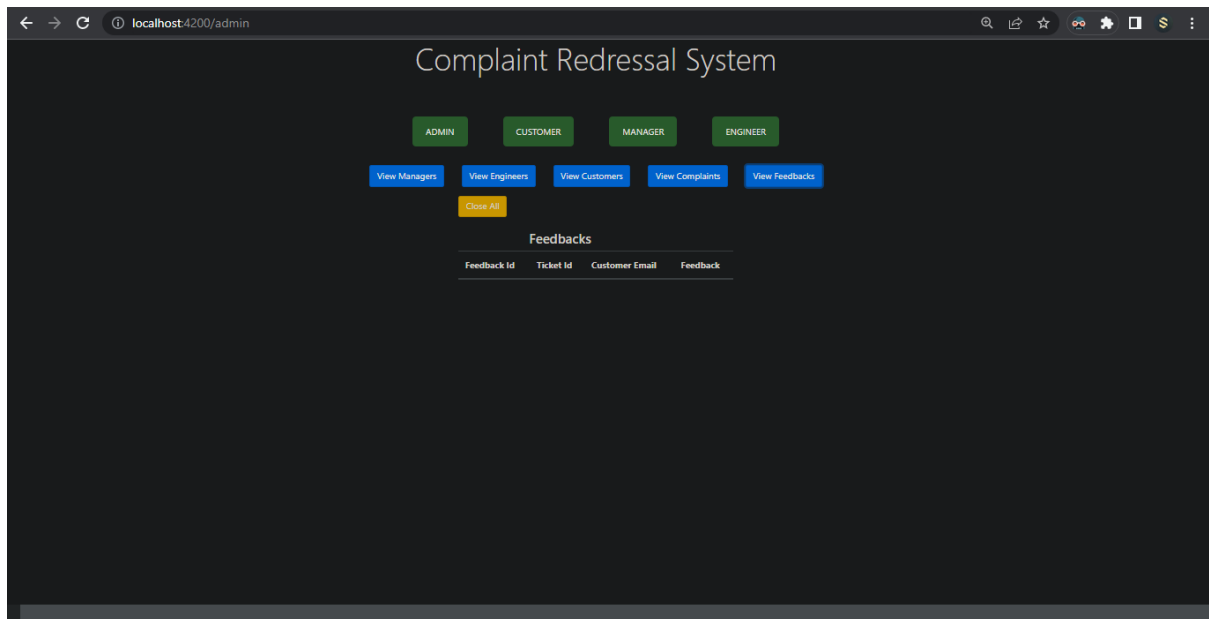

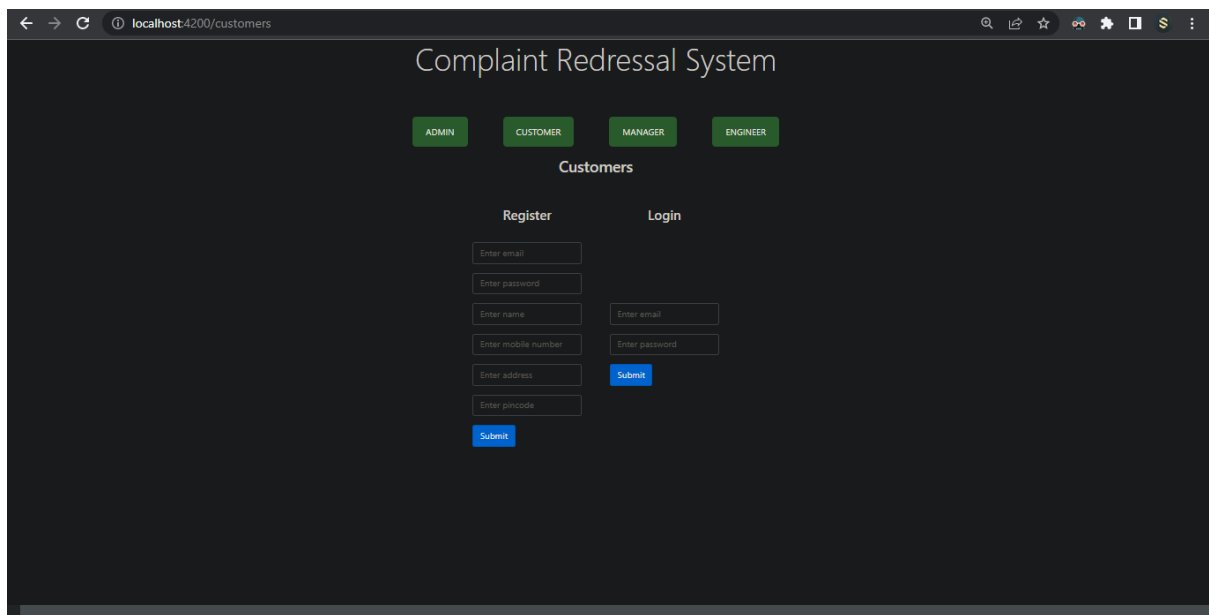View Feedbacks

Updating feedback

Updated feedback

Deleting feedback

Feedback deleted

Customers

Register/login

Registering Customer

Logging in
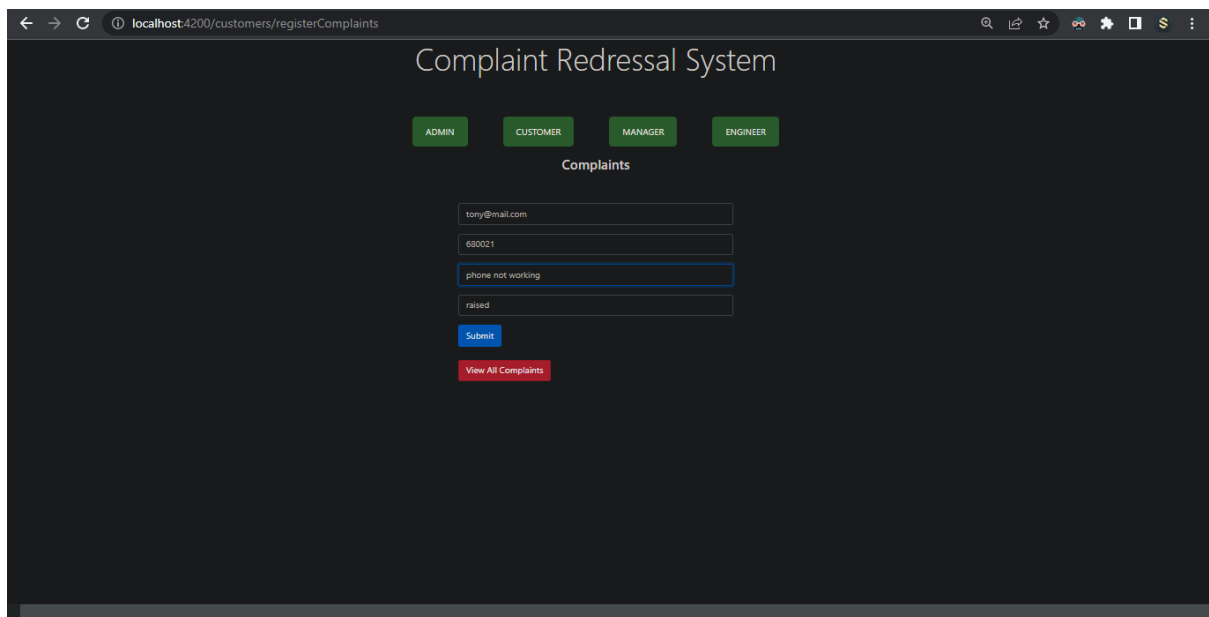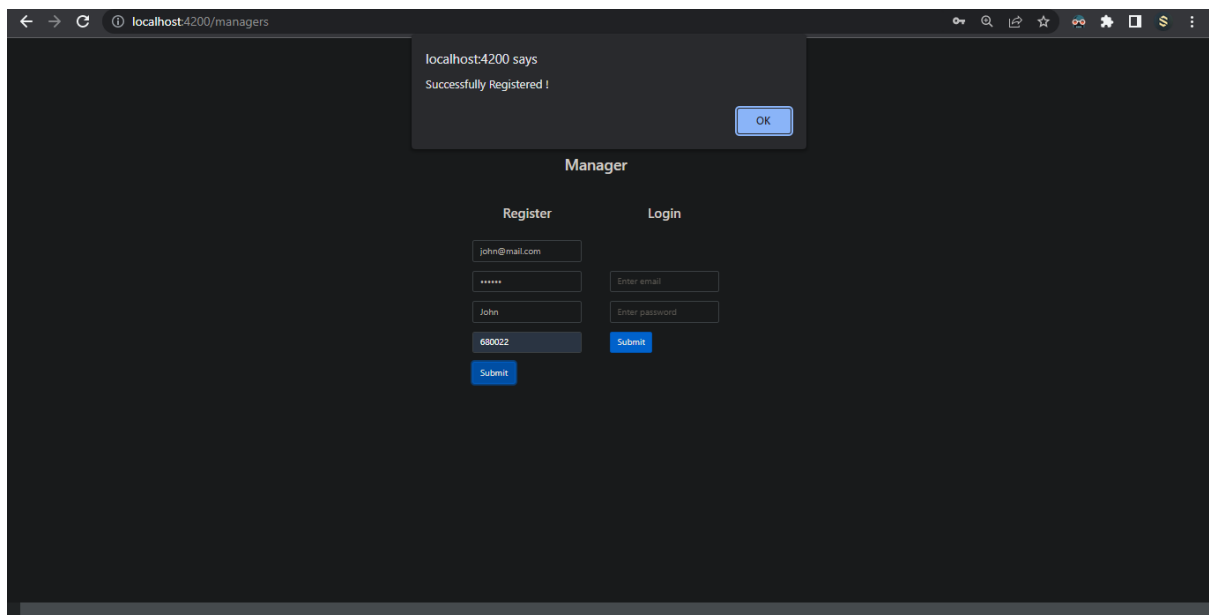

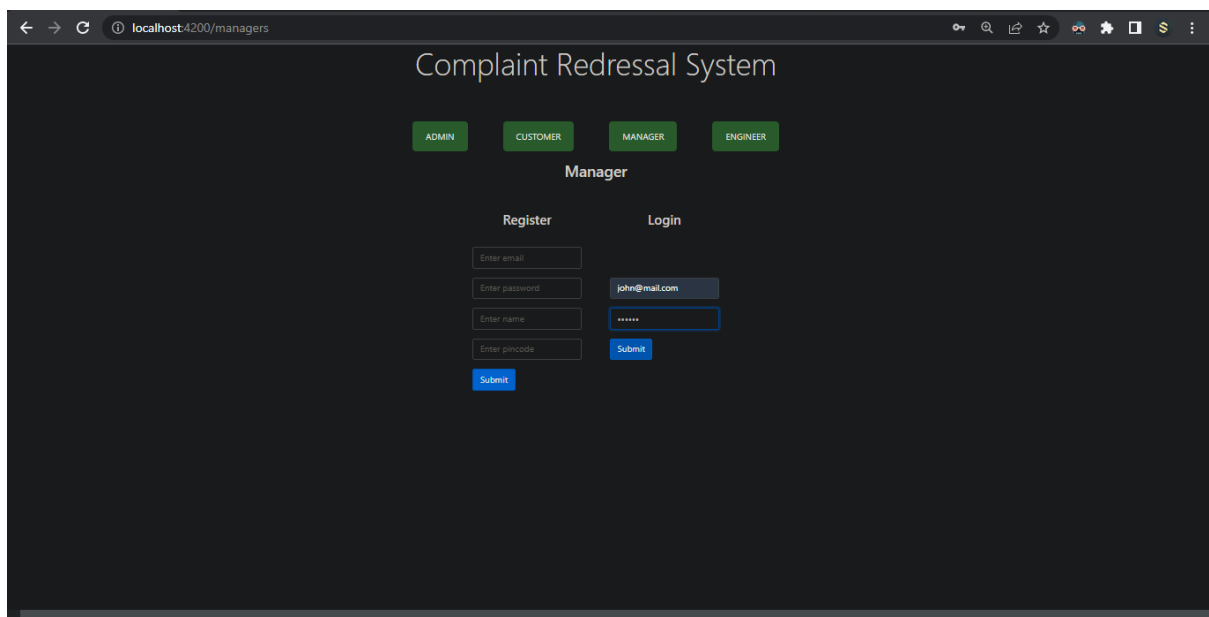Logged in, customer can register a complaint
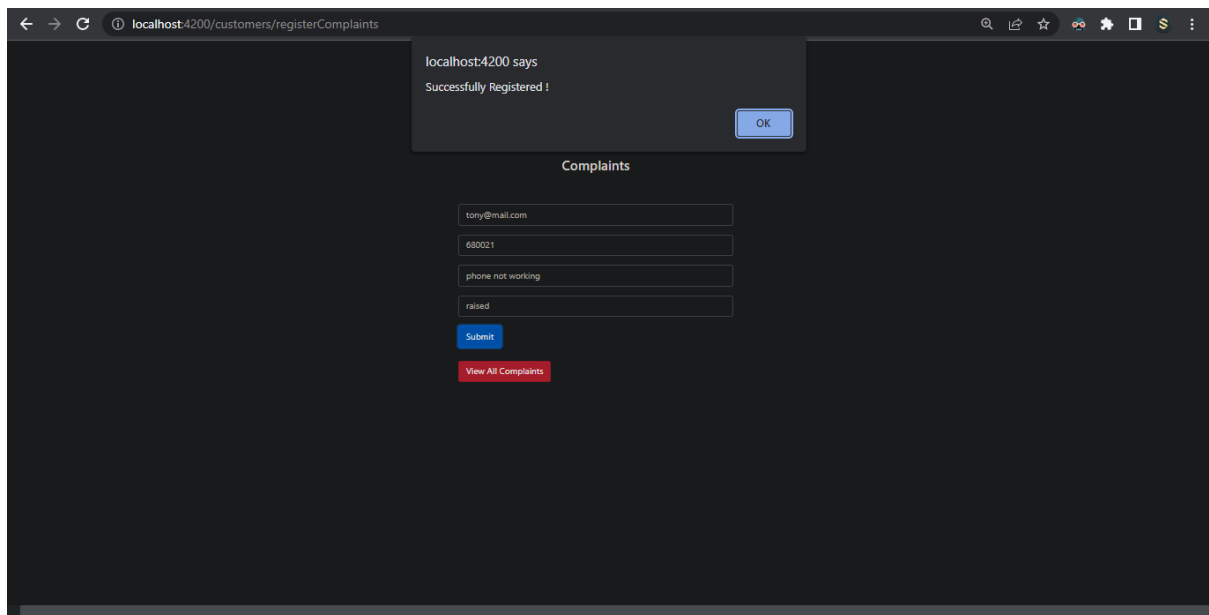
Viewing registered complaints

Manager

Register/login

Registered a new manager

Manager logging in

Manager logged in can view complaints and feedbacks

Viewing complaints that has the manager's pincode

Assigning engineer

Successfully assigned engineer

Assigning a complaint to an already assigned engineer notifies the manager that it is already assigned
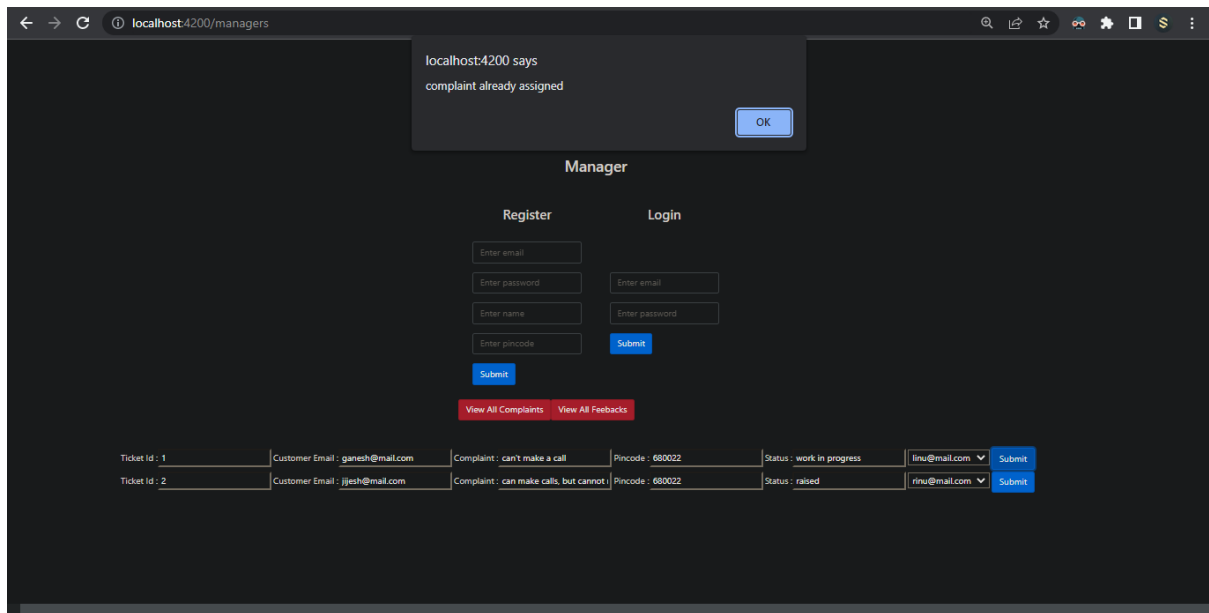
registering an engineer
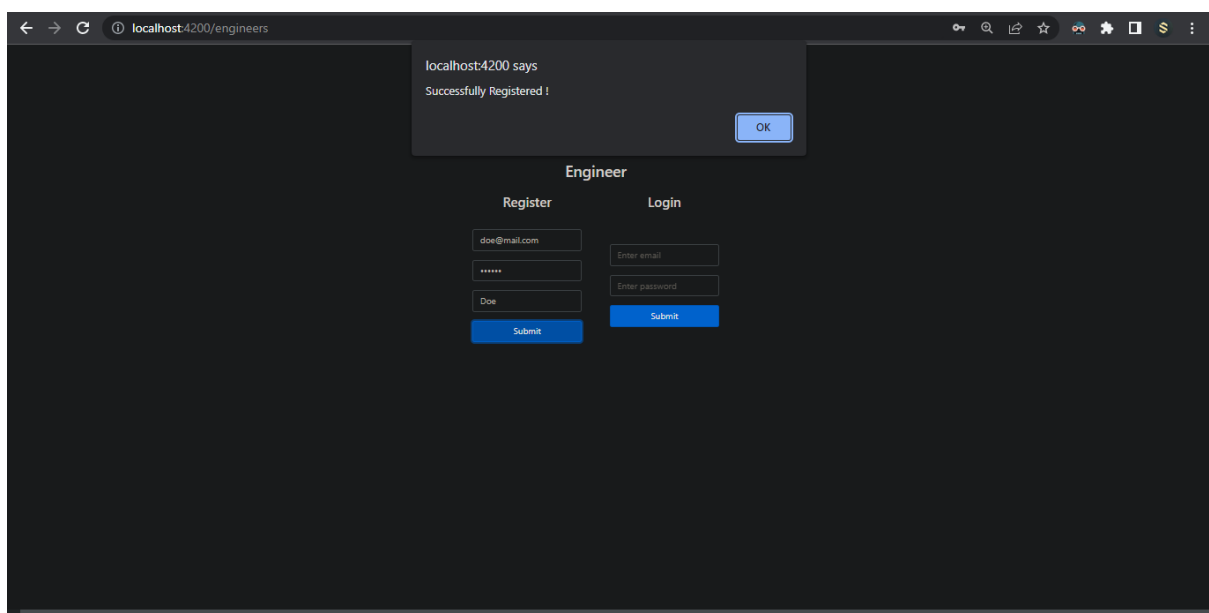
Engineer logging in

Engineer logged in can view complaints assigned and the feedbacks

Viewing the complaint and updating the status

Updating the status of the complaint

Customer logging in to view the status, which changed by the customer

Customer sending the feedback

Manager viewing the feedback
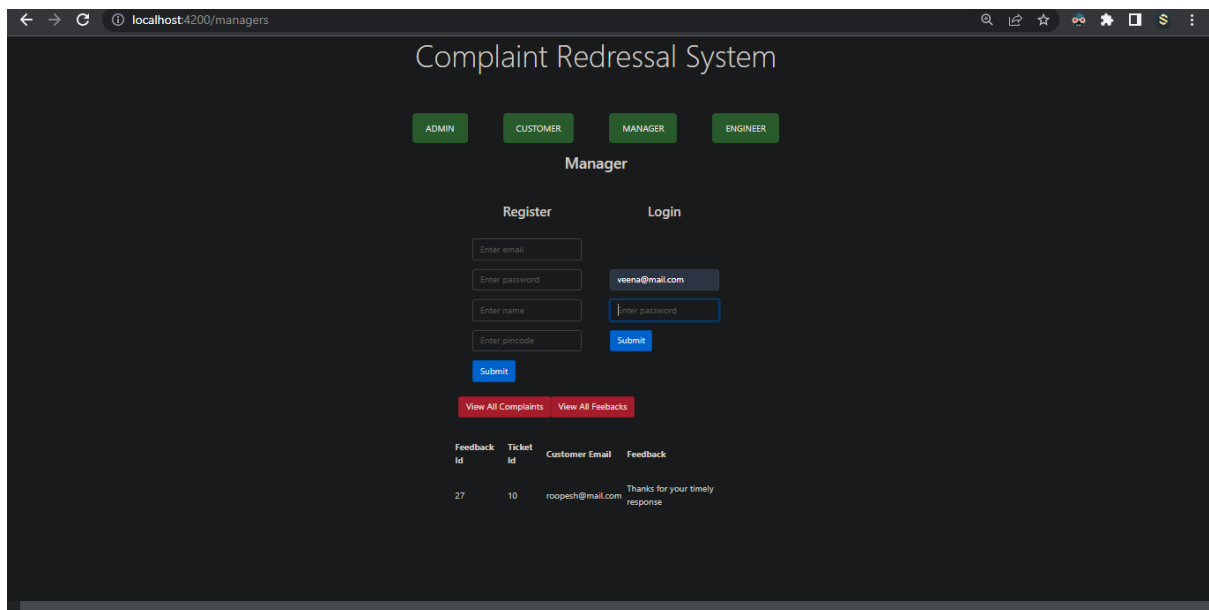
Engineer viewing all feedbacks