**Complaint Redressal System**

Phase 6 Project

Screenshots

Home page

A screenshot of a computer

Description automatically generated

**Admin**

A screenshot of a computer

Description automatically generated

Admin views managers

A screenshot of a computer

Description automatically generated

Delete manager

A screenshot of a computer

Description automatically generated

After deleting a manager

A screenshot of a computer

Description automatically generated

Updating manager’s Pincode

A screenshot of a computer

Description automatically generated

Updated Pincode

A screenshot of a computer

Description automatically generated

View Engineers

A screenshot of a computer

Description automatically generated with medium confidence

Deleting engineers

A screenshot of a computer

Description automatically generated

Engineer deleted

A screenshot of a computer

Description automatically generated

View customers

A screenshot of a computer screen

Description automatically generated

Updating customer Pincode

A screenshot of a computer

Description automatically generated

Updated customer

A screenshot of a computer screen

Description automatically generated

Deleting customer

A screenshot of a computer

Description automatically generated

Customer deleted

A screenshot of a computer

Description automatically generated

Updating complaints (here by status)

A screenshot of a computer

Description automatically generated

A screenshot of a computer

Description automatically generated with medium confidence

Complaint status updated

A screenshot of a computer

Description automatically generated

Deleting complaint

A screenshot of a computer

Description automatically generated with medium confidence

Complaint deleted

A screenshot of a computer screen

Description automatically generated

View Feedbacks

A screenshot of a computer

Description automatically generated

Updating feedback

A screenshot of a computer

Description automatically generated

Updated feedback

A screenshot of a computer

Description automatically generated

Deleting feedback

A screenshot of a computer

Description automatically generated

Feedback deleted

A screenshot of a computer

Description automatically generated

**Customers**

Register/login

A screenshot of a computer

Description automatically generated

Registering Customer

A screenshot of a computer

Description automatically generated

Logging in

A screenshot of a computer

Description automatically generated

Logged in, customer can register a complaint

A screenshot of a computer

Description automatically generated

A screenshot of a computer

Description automatically generated

Viewing registered complaints

A screenshot of a computer

Description automatically generated

**Manager**

Register/login

A screenshot of a computer

Description automatically generated

Registered a new manager

A screenshot of a computer

Description automatically generated

Manager logging in

A screenshot of a computer

Description automatically generated

Manager logged in can view complaints and feedbacks

A screenshot of a computer

Description automatically generated

Viewing complaints that has the manager’s pincode

A screenshot of a computer

Description automatically generated

Assigning engineer

A screenshot of a computer

Description automatically generated

Successfully assigned engineer

A screenshot of a computer

Description automatically generated

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

A screenshot of a computer

Description automatically generated

registering an engineer

A screenshot of a computer

Description automatically generated

Engineer logging in

A screenshot of a computer

Description automatically generated

Engineer logged in can view complaints assigned and the feedbacks

A screenshot of a computer

Description automatically generated

Viewing the complaint and updating the status

A screenshot of a computer

Description automatically generated

Updating the status of the complaint

A screenshot of a computer

Description automatically generated

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

A screenshot of a computer

Description automatically generated

Customer sending the feedback

A screenshot of a computer

Description automatically generated

Manager viewing the feedback

A screenshot of a computer

Description automatically generated

Engineer viewing all feedbacks

A screenshot of a computer

Description automatically generated