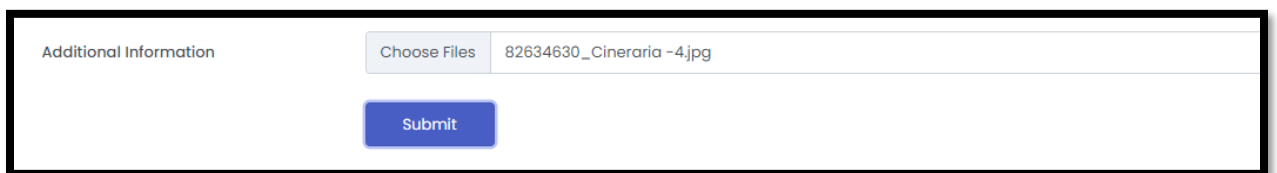


Issues in Current Application

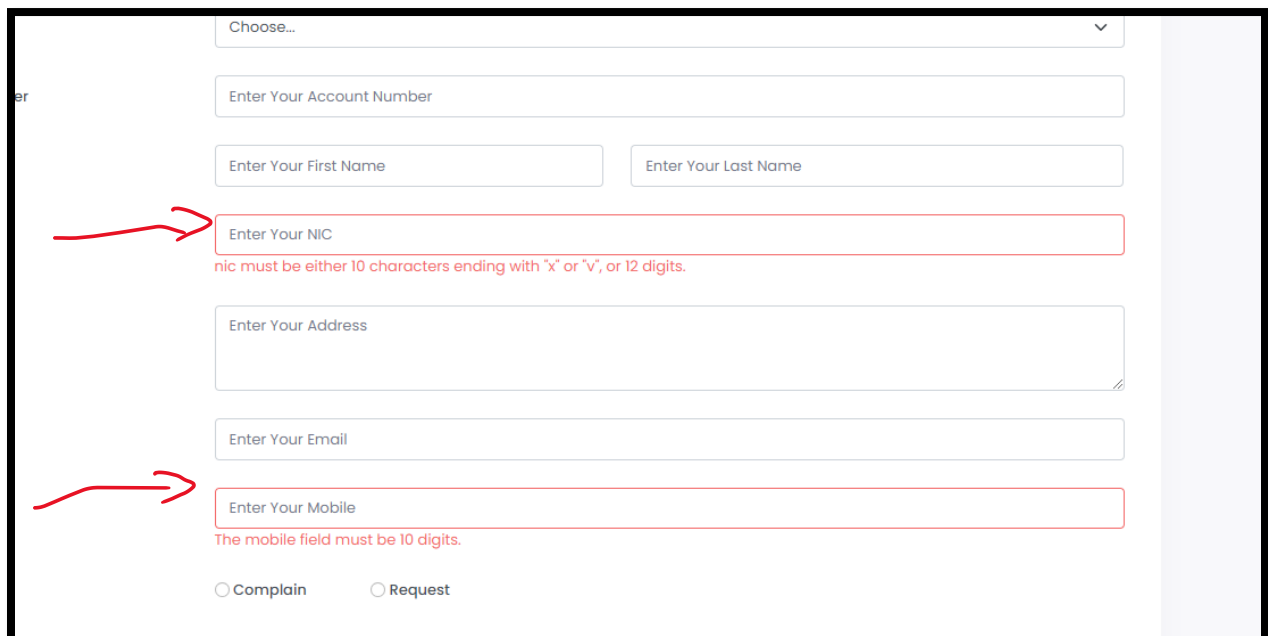
1. spelling mistakes –



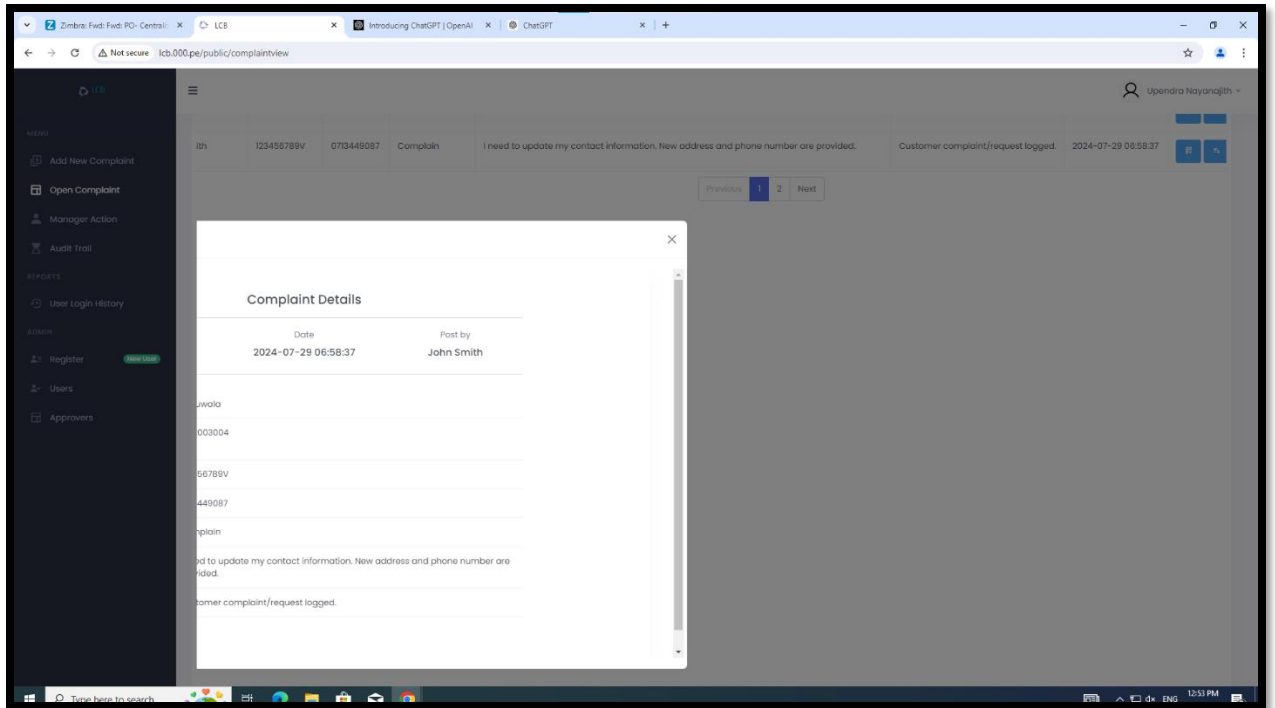
2. Can't add other file types instead PDFs, (JPG/PNG/xlsx/docx) -

A screenshot of a web form section titled "Additional Information". It contains a "Choose Files" button and a text input field displaying the filename "82634630_Cineraria -4.jpg". Below these elements is a blue "Submit" button.

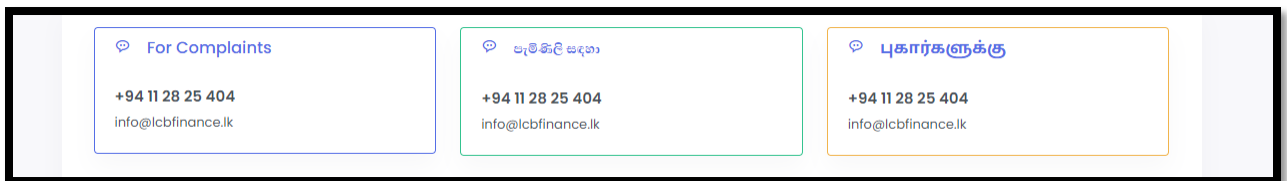
3. After submitting, form cleared but not clear alert messages -

A screenshot of a registration form. The form includes several input fields: a dropdown menu labeled "Choose...", "Enter Your Account Number", "Enter Your First Name", "Enter Your Last Name", "Enter Your NIC", "Enter Your Address", "Enter Your Email", and "Enter Your Mobile". Red arrows point to the "Enter Your NIC" and "Enter Your Mobile" fields, which have red borders and associated error messages. The error message for the NIC field states: "nic must be either 10 characters ending with 'x' or 'v', or 12 digits." The error message for the mobile field states: "The mobile field must be 10 digits." At the bottom of the form, there are two radio buttons labeled "Complain" and "Request".

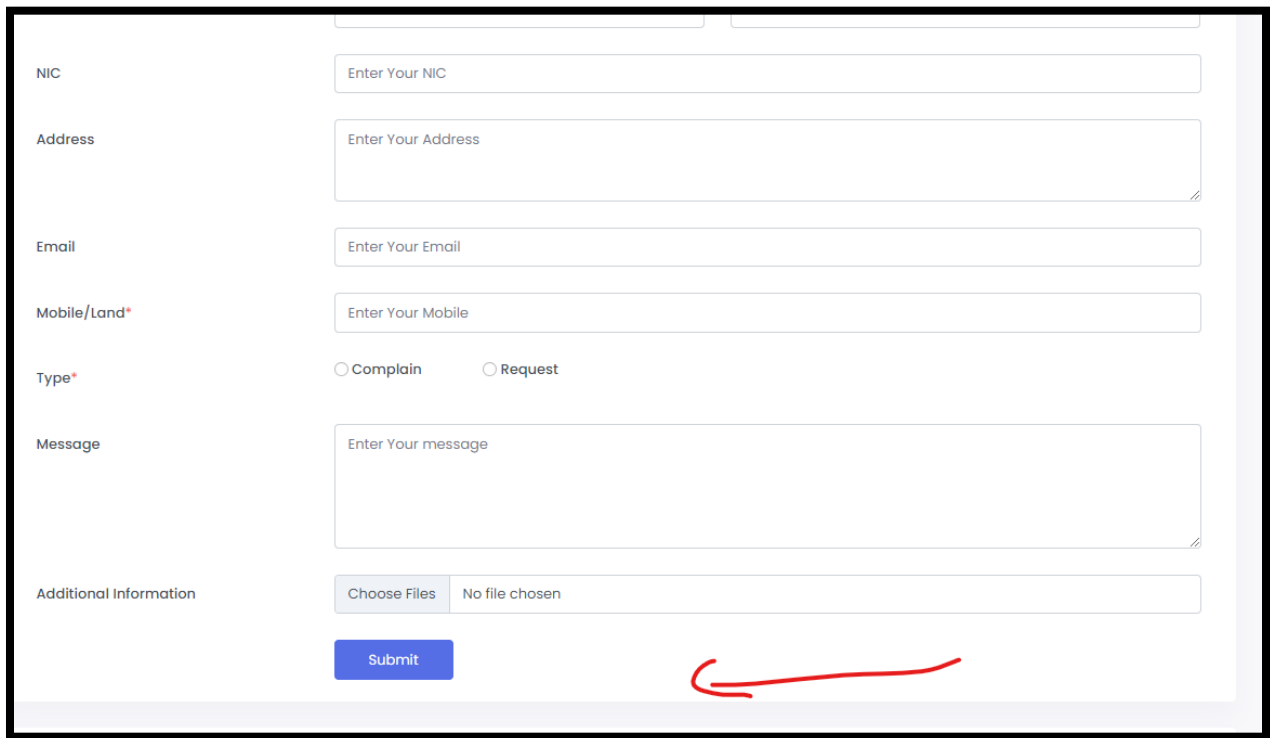
4. More details pop up not responsive in chrome -



5. The email link is not **clickable**, and the phone number provided does not specify the contact person. Moreover, there should add address of the head office and other phone number.



6. Add to the clear or reset button to add new complaint form



The screenshot shows a complaint form with the following fields and controls:

- NIC: Enter Your NIC
- Address: Enter Your Address
- Email: Enter Your Email
- Mobile/Land*: Enter Your Mobile
- Type*: ☐ Complain ☐ Request
- Message: Enter Your message
- Additional Information: Choose Files No file chosen
- Submit button

A red arrow points to the Submit button.

7. Account number should have some validations like (character count / alphabetical character checking)



The screenshot shows a form with three input fields:

- 100200300488888888888888
- 1002003004
- qwerweewrwe

8. Manager can add Administrator, it should be restricted

10	Upendra Nayanajith	upendra	upendra@gmail.com	Manager	Active	2024-07-29 15:42:12	
----	--------------------	---------	-------------------	---------	--------	---------------------	--



Name

Email Address

User Name

User Role

13	testing person	test	test@gmail.com	Administrator	Active	2024-07-30 13:02:14	
----	----------------	------	----------------	---------------	--------	---------------------	--

9. User logion history and Audit trial are not view any proper alert message when click submit button without any date or user .

AUDIT TRAIL

Start Date Start Date

AUDIT TRAIL

Show entries Search:

ID	Service	Branch	Account No	Request Type	Date	More
No data available in table						

Showing 0 to 0 of 0 entries

USER LOGIN HISTORY

Start Date Start Date User

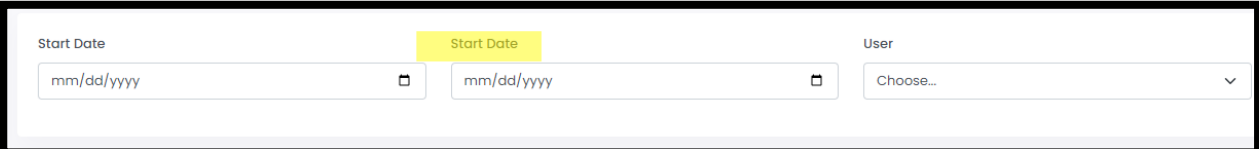
AUDIT TRAIL

Show entries Search:

ID	User Name	IP Address	User Agent	Date Time
No data available in table				

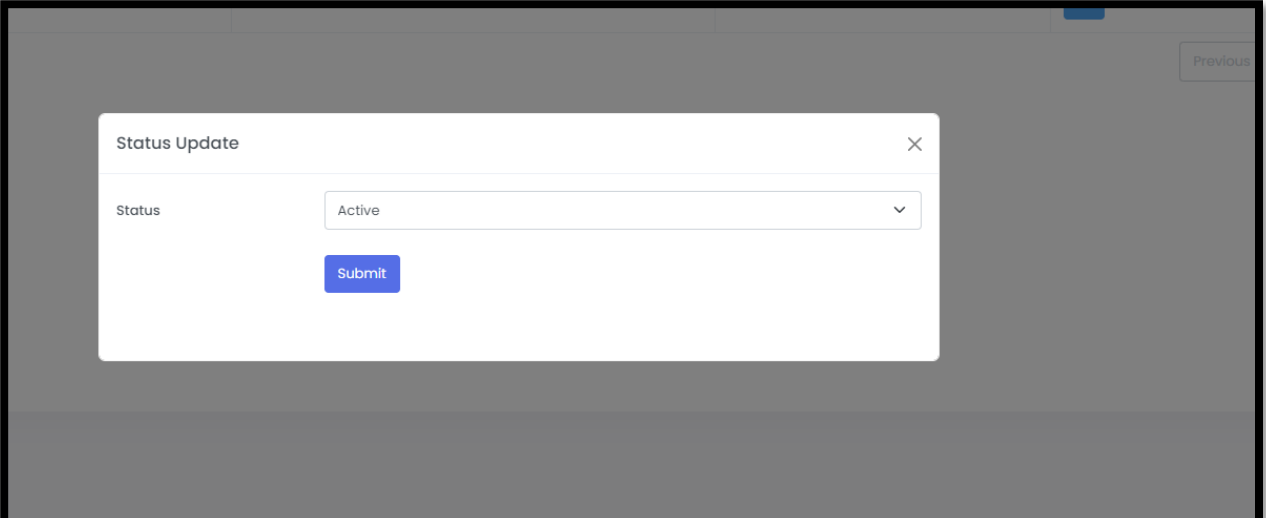
Showing 0 to 0 of 0 entries

10. both fields are labeled as start date (user login history / audit trail)



A form with three fields. The first field is labeled 'Start Date' and contains the placeholder 'mm/dd/yyyy'. The second field is also labeled 'Start Date' (the label is highlighted in yellow) and contains the placeholder 'mm/dd/yyyy'. The third field is labeled 'User' and is a dropdown menu with the text 'Choose...' and a downward arrow.

11. Registered approvers not have update(name/department) option



A modal window titled 'Status Update' with a close button (X) in the top right corner. Inside the modal, there is a label 'Status' followed by a dropdown menu showing 'Active' with a downward arrow. Below the dropdown is a blue 'Submit' button. In the top right corner of the background, there is a 'Previous' button.

12. Search bar is not working in user login history

The screenshot shows the 'USER LOGIN HISTORY' page. A red circle highlights an error message box that says: 'Icb.000.pe says: DataTables warning: table id=datatable - Exception Message: SQLSTATE[42S22]: Column not found: 1054 Unknown column 'a.name' in 'where clause' (Connection: mysql, SQL: select count(*) as aggregate from 'tbl_login_info' as 'a' left join 'users' as 'b' on 'a'.user_id' = 'b'.id where 'a'.status' = 1 and 'b'.status' = 1 and 'a'.user_id' = 10 and 'a'.last_logged_time' between 2024-07-30 and 2024-07-30 23:59:59 and (LOWER('a'.user_id) LIKE %u% or LOWER('a'.name) LIKE %u% or LOWER('a'.ip_address) LIKE %u%'. The search bar on the right contains the letter 'u'. Below the error message is a table with 5 columns: Id, User Name, IP Address, User Agent, and Date Time. The table contains 4 entries for user 'Upendra Nayanaajith' with IP address '124.43.11.150'. The search bar at the bottom right is empty.

USER LOGIN HISTORY

Start Date: 07/30/2024

Search: u

Id	User Name	IP Address	User Agent	Date Time
10	Upendra Nayanaajith	124.43.11.150	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/127.0.0.0 Safari/537.36	2024-07-30 09:02:02
10	Upendra Nayanaajith	124.43.11.150	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/127.0.0.0 Safari/537.36	2024-07-30 10:09:20
10	Upendra Nayanaajith	124.43.11.150	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/127.0.0.0 Safari/537.36	2024-07-30 11:13:08
10	Upendra Nayanaajith	124.43.11.150	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/127.0.0.0 Safari/537.36 Edg/127.0.0.0	2024-07-30 11:28:21

Showing 1 to 4 of 4 entries

13. Time Zone conflicts

The screenshot shows a table with 3 columns: 'est logged.', '2024-07-29 06:57:43', and a button. The table contains 10 rows. The last row has a yellow highlight on the time '01:27:29'. A red arrow points from the yellow highlight to the footer text 'Design & Develop by: [redacted] GA'. The footer also shows '11:00 AM 7/30/2024'.

est logged.	2024-07-29 06:57:43	[button]
est logged.	2024-07-29 06:58:37	[button]
est logged.	2024-07-29 06:59:58	[button]
est logged.	2024-07-29 07:01:32	[button]
est logged.	2024-07-29 23:34:45	[button]
est logged.	2024-07-29 23:43:57	[button]
est logged.	2024-07-30 01:26:26	[button]
est logged.	2024-07-30 01:26:46	[button]
est logged.	2024-07-30 01:27:08	[button]
est logged.	2024-07-30 01:27:29	[button]

Design & Develop by: [redacted] GA

11:00 AM 7/30/2024

14. Open complaint message view in one line, it affected to table pan

0713449087	Request	
0713449087	Request	
0713449087	Complain	What is Lorem Ipsum? Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown

15. First name and last name should have some validations like, restrict adding numerical characters

123	321
John	Doe
John	Doe

16. Open complaint form should have sorting option for sorting to view newly added / oldest fields

OPEN COMPLAINT

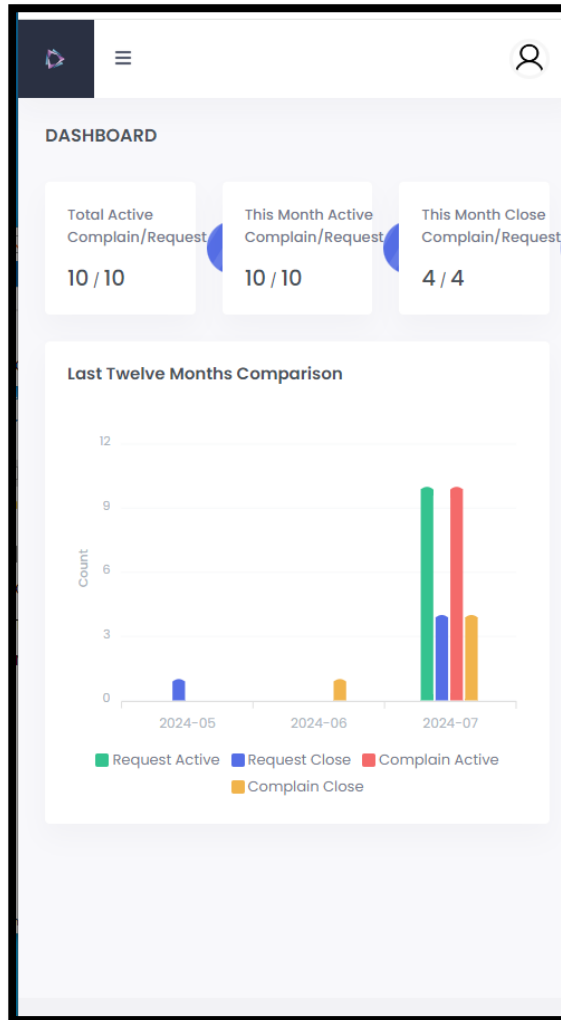
Show entries

Search:

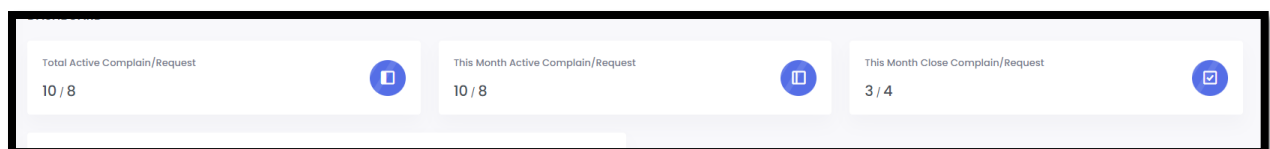
Id	Service	Branch	Account No	First Name	Last Name	Id	Mobile	Request Type	Message
----	---------	--------	------------	------------	-----------	----	--------	--------------	---------

17. Dashboard issues

i.) Dashboard components are not responsive



ii.) This component is not giving clear view, can't easily figure out what that view says.



iii.) Lack of reports

The dashboard requires additional reports to enhance its functionality. Specifically, the company needs the following features:

1. **Branch-Specific Complaints:** The ability to view complaints by branch to identify the source of each complaint.
2. **Complaint Categorization:** Categorize complaints by type and display them in an organized manner.
3. **Most Common Complaints:** Identify and report on the most frequent types of complaints.

Additionally, the dashboard should include more comprehensive reports to better meet the company's needs.

iv.) Need an option to download this reports.

18. Need a menu and component to add new **Branches** and **Services**.