Provided by Paramita

Overview of feature for HRPDSS

**Admin**:

1. Registration of new complaints
2. View / Edit Pending Complaints
3. View Resolved Complaints list
4. Download resolved complaints on Today’s/ Monthly Basis
5. Report generation of Registered Complaints based on  divisions & subdivisions
6. Report generation of resolved complaints based on its  response time
7. Report generation of the top five complaints categories
8. Summary of Monthly Complaint Excel Report date wise

**Superadmin**:

1. All Features of HRPDSS Admin
2. Add/ Edit user
3. Manage User Role (Admin/ Complaint center / Officer)
4. Activate  / Deactivate user
5. Add /Edit /Activate/ Deactivate Divisions
6. Add /Edit /Activate/ Deactivate Sub Divisions

**‘Lineman’**  app (Android):

1. Notification of new complaints
2. View Pending complaints & its details
3. Complain Resolve functionality
4. On resolve customer & admin gets notified.

High level features which can be added in above sheet:

**Key Features**

* Enhanced user experience
* Highly flexible configuration
* Seamless integration
* Comprehensive reporting and notifications
* Workload management (Analysis of complains flow with help of AI to efficiently allocation of resources based on availability)
* Use of Machine Learning to provide a compressive analysis of various aspects of complains, feedback, response time, type of material used etc.

**Super Admin**

1. Escalation of complaints with Alert system of Push Notification, SMS & Email
2. Accountability allocation for complains based on divisions & subdivisions with Android/iOS App tracking system.
3. Real time tracking for complains
4. Feedback management with reporting system for complains
5. Enterprise Mobile Apps for higher management to keep a track on system in real-time.

‘**Lineman’** app (Android):

1. Consumables/Non consumables inventory punching system to keep a track of material used.
2. Attendance with GPS tracking.