MYSORE UNIVERSITY SCHOOL OF ENGINEERING

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UNIVERSITY OF MYSORE

Full Stack Development(21CD71) Assessment Report On:

"CUSTOMER COMPLAINT "

Under the guidance :

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Submitted by:

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Introduction:

The Customer Complaints Management System is a Django-based web application designed to allow customers to submit complaints and for administrators to manage them efficiently. While the system was functionally complete, the user interface (UI) required improvements to enhance readability, navigation, and aesthetics. This report details the modifications made to improve the overall user experience (UX) while maintaining system functionality.

Project overview:

```
complaints_project/
│── complaints_project/
│   │── __init__.py
│   │── settings.py
│   │── urls.py
│   │── wsgi.py
│   │── asgi.py
│
│── complaints/
│   │── migrations/
│   │   │── __init__.py
│   │── __init__.py
│   │── admin.py
│   │── apps.py
│   │── models.py
│   │── forms.py
│   │── views.py
│   │── urls.py
│   │── tests.py
│
│── templates/complaints/
│   │── submit_complaint.html
│   │── success.html
│   │── admin_dashboard.html
```

```
│
│── static/
│   │── css/
│   │   │── styles.css
│   │── images/
│
│── db.sqlite3
│── manage.py
│── requirements.txt
│── README.md
```

Detailed steps Implementation:

Step 1: Set Up Django Project and Application

- Create a new Django project using django-admin startproject complaints_project.
- Navigate into the project directory and create an app using django-admin startapp complaints.

Step 2: Install Dependencies

- Ensure Django is installed using pip install django.

Step 3: Configure Project Settings

- Add the complaints app to INSTALLED_APPS in settings.py.
- Configure templates and static files for styling.

Step 4: Define Database Model

- Create a Complaint model with fields for **name, email, product, issue description, priority, and status**.
- Apply migrations to create the database structure.

Step 5: Create a Form for Complaint Submission

- Define a ComplaintForm in forms.py to handle user input.

Step 6: Develop Views for Handling Requests

- Implement views for **submitting complaints, showing a success message, and an admin dashboard** to display all complaints.

Step 7: Configure URLs

- Define URL patterns in urls.py for form submission, success page, and admin dashboard.
- Include these routes in the project's main urls.py.

Step 8: Register Model in Django Admin

- Register the Complaint model in admin.py to allow management via the Django Admin panel.

Step 9: Create HTML Templates with UI Enhancements

- Design pages for **complaint submission, success confirmation, and admin dashboard**.
- Add a **cream background, Arial font, a black navigation bar, and a footer with FAQ and About Us links**.

Step 10: Run and Test the Application

- Apply migrations, create a superuser, and start the server using python manage.py runserver.
- Access the **complaint form**, **admin panel**, and **admin dashboard** via the browser.

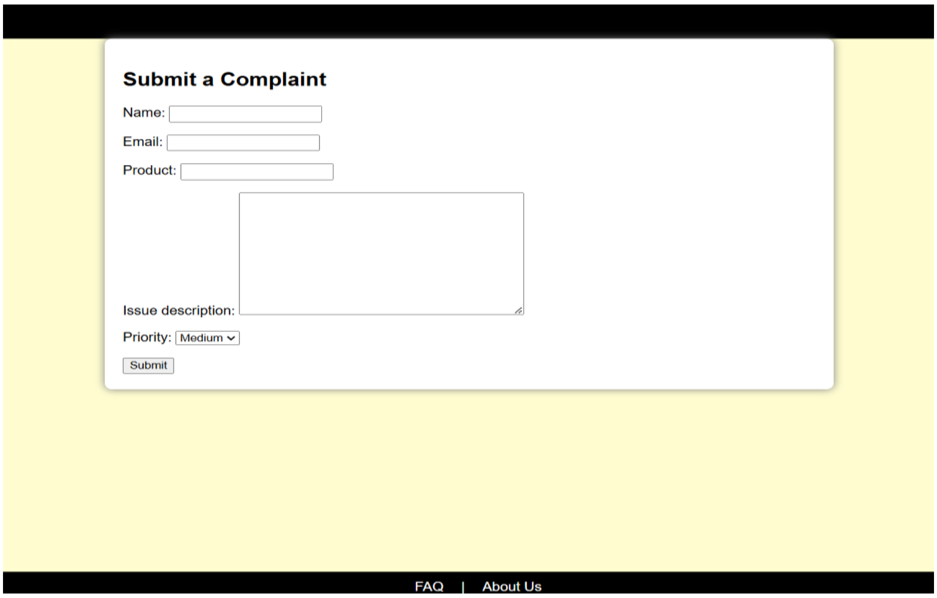
Conclusion

The Customer Complaints Management System built using Django provides a streamlined process for users to submit complaints and for administrators to manage them efficiently. The system ensures data integrity with a structured database, allows complaint tracking through an admin panel, and enhances user experience with a clean and modern interface.

With features like form-based complaint submission, priority management, status updates, and an admin dashboard, the project serves as a functional foundation for real-world customer service applications. The added UI improvements such as a cream background, Arial font, navigation bar, and footer links further enhance usability and aesthetics.

This project can be expanded by integrating features like email notifications, user authentication, and advanced filtering options for a more robust complaint-handling system.

Output:



Submit a Complaint

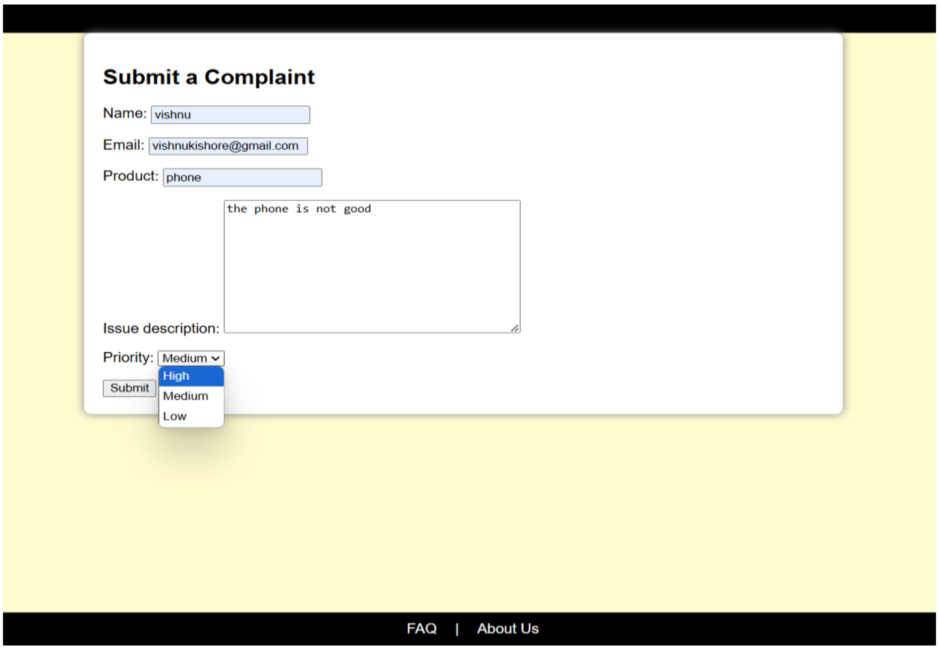
Name:

Email:

Product:

Issue description:

Priority: Medium



Submit a Complaint

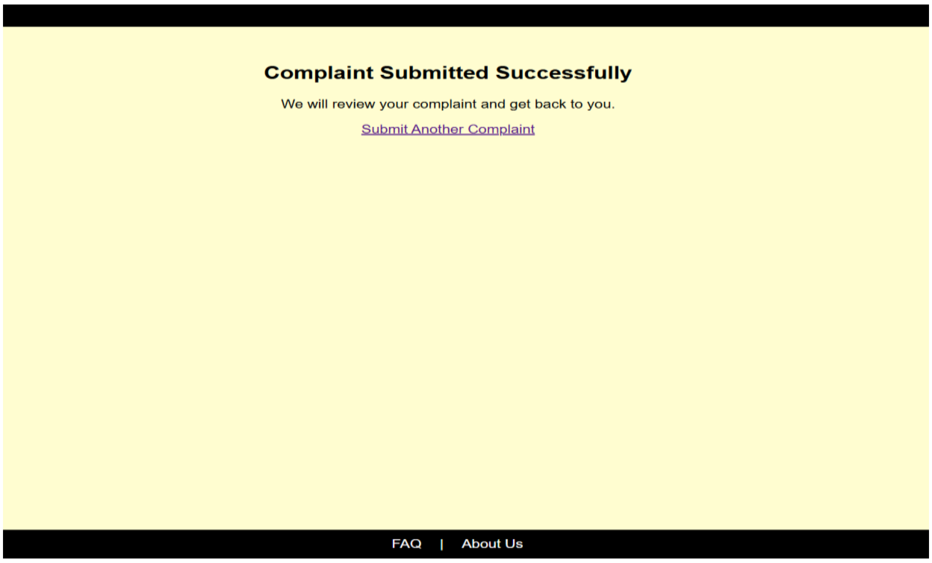
Name: vishnu

Email: vishnukishore@gmail.com

Product: phone

Issue description: the phone is not good

Priority: Medium



Complaint Submitted Successfully

We will review your complaint and get back to you.

Submit Another Complaint