COMPLAINT MANAGEMENT SYSTEM

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Abstract - *The Complaint Management system is web-based application and it is designed to keep track of complaints registered by the college department/lab staffs, so this system need to have distributed platform independent web application. The task of Administrator executives can control all the activities in the system, for creating issue using call registration, assign to service engineer and check the service engineer's performance. In call registration it should be open and assigned to service and engineer can update the call status to closed. This System able to show the reports like department wise pending closed calls, open calls, Daily call registration and Engineer performance Report.*

Key Words: compliant, register, service engineer, Engineer performance, Report

1. INTRODUCTION

The main objective of this Complaint Management system is to focus on the issues related to internal system. Complaint Management system is a platform independent application, so this web application can be accessed anywhere in the system. This is also developed for reduces the communication cost between the staffs and to provide the efficient service to their staffs.

The system need to provide the services to the user who is accessing this system from the collected information and this system gathering Call Registration about the issues to provide services. This system which could enhance the day to day activities of the business with efficiency and correctness. Once the call Registered by the staff/user, it should be assigned to service engineers and update the calls as quickly as possible. There are various modules involved in the system.

2. OVERVIEW OF THE PROJECT

The system is Client-server application designed by keeping in view the various activities that are performed at internal complaint management system. Staffs need to register their call registration regarding the issues faced on day-to-day hardware and software issues in this system and also register their clients.

This web service is designed to provide the various services to the clients it uses the web server and application server. Server receives the various requests from the client and the server has to respond the client's request. This system's front screen designed with the ASP.NET, C#.NET, HTML and CSS. Application server uses the both IIS 6.0 for the business process
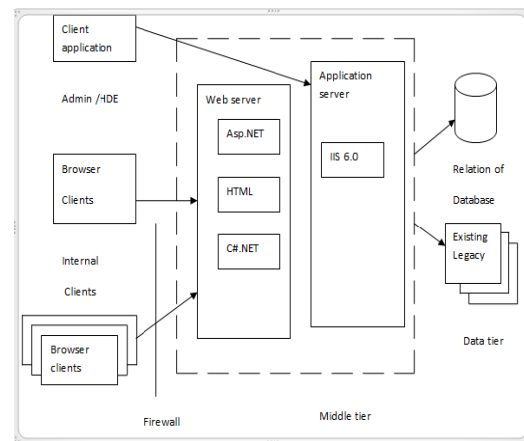

Figure 2 System architecture

3.1 MODULES DESCRIPTION

3.1.1 CALL REGISTRATION MODULE

User's/Staff fully deals with call registration details. User can able to register the call based on Issue category and Issue sub category, also give his location, email, phone Number and saved the details. Issue Status is always open in this module.

3.1.2 ASSIGN TO SERVICE ENGINEER MODULE

In this Module Admin/HDE user can edit the call registration details and check the location and region, finds the nearest location service engineer and assign the engineer and status changed to assign to Service Engineer.

3.1.3 CALL UPDATE MODULE

In this Module Service Engineer can able to see his assigned calls and track the issues and update the call as closed otherwise admin can change the service engineer in this call. Status changed to closed.

3.1.4 LISTING MODULE

This module lists all the call registration details, it contains call status and date of registration and if it is assigned to service engineer then engineer name displayed and edit the call registration and also update the status from the list.

4 .SCREEN SHOTS

4.1.1. LOGIN PAGE

Figure 4.1.1 Login Page

9.1.2. CALL REGISTRATION PAGE:
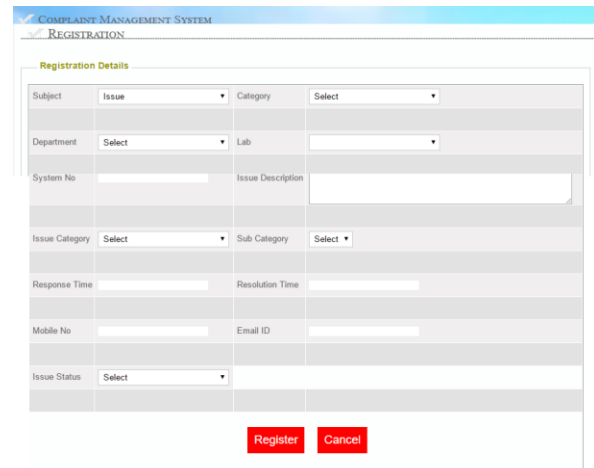
Figure 4.1.2. Call Registration Page

4.1.3. CALL UPDATE PAGE:
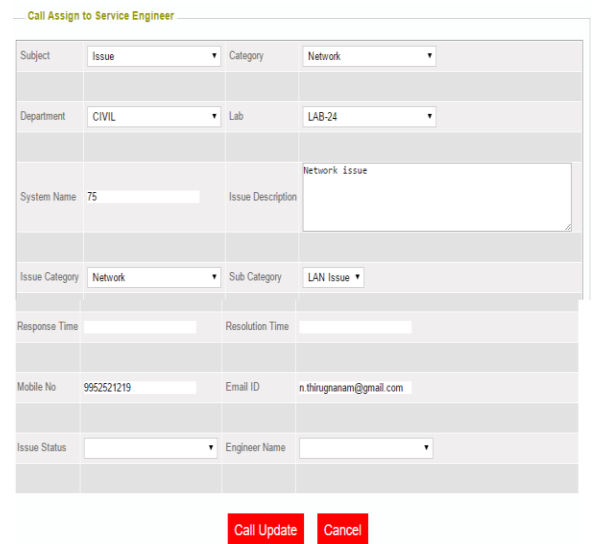
Figure 4.1.3 Call Update Page

4.1.4. SEARCH PAGE:

Figure 4.1.4.Search Page

4.1.5. CALL STATUSWISE REPORT:

Figure 4.1.5. Call Statuswise Report

4.1.6. CALL SUMMARY REPORT:
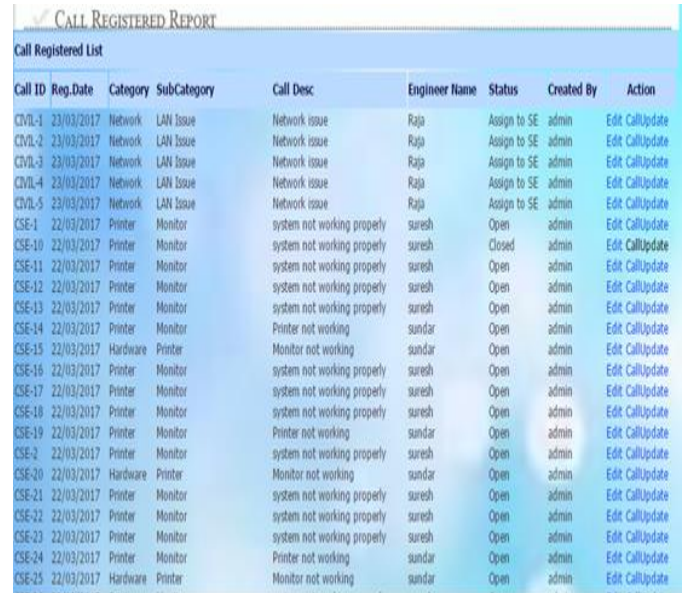
Figure 49.1.6. Call Summary Report

4.1.7. DAILY CALL STATUS REPORT

Figure 4.1.7. Daily Call Status Report
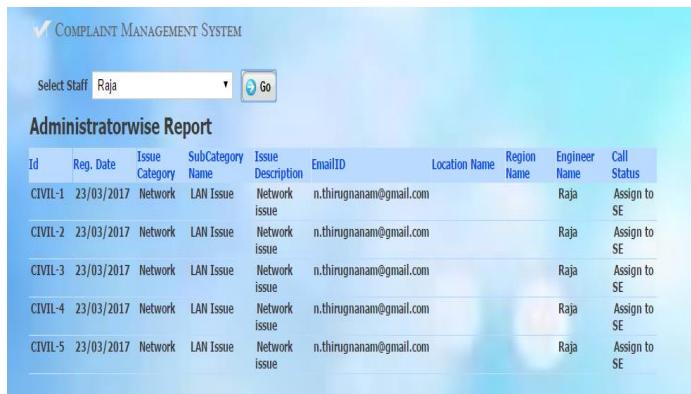
4.1.8. DEPARTMENTWISE/LABWISE REPORT

Figure4..1.8. Departmentwise/Labwise Report

4.1.9. ADMINISTRATOR WISE REPORT
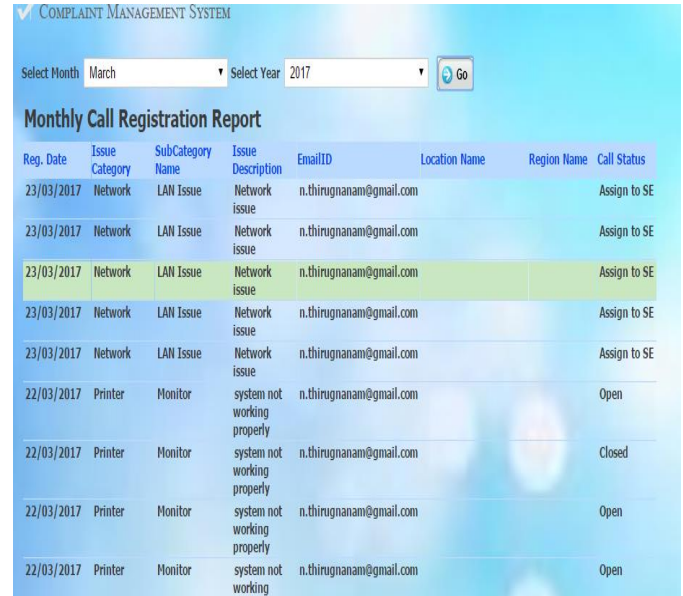
Figure 4.1.9. Administrator Wise Report

4.1.10. MONTHLY WISE CALL REPORT

Figure 4.1.10. Monthly Wise Call Report

5. CONCLUSIONS

The system has the benefits of easy access because it is be developed as a platform independent web application, so the admin can maintain a proper contact with their users, which may be access anywhere . All communications between the client/user and administrator has done through the online, so this communication cost also be reduced.

6. FUTURE ENHANCEMENTS

This system is found tested and examined for its successful processing. Future change in the environment or processing can be easily adopted by having simple change in coding. It is very user friendly, cost effective, feature rich and it provides very high level of security. It protects the unauthorized users. Moreover, the system coding is so well designed that new operations can be easily incorporated without much modification.A facility to inform through SMS or Email on landing of the consignment can be added in future.

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