



Daffodil
International
University

Department of Software Engineering

FSIT SWE-431 Project / Thesis

Project Documentation

Consumer Complain Tracking System (CCTS)

Supervised by:

Mr. Md. Anwar Hossen

Senior Lecturer

Department of Software Engineering

Daffodil International University

Submitted by:

Md. Aawlad Hossain

ID: 152-35-1216

Department of Software Engineering

Daffodil International University

DECLARATION

I hereby declare that, this project has been done by me under the supervision of **Md. Anwar Hossen, Senior Lecturer, Department of Software Engineering, Daffodil International University**. I also declare that neither this project nor any part of this project has been submitted elsewhere for award of any degree or diploma.

Md. Aawlad Hossain

Md. Aawlad Hossain

ID: 152-35-1216

Department of Software Engineering

Daffodil International University

Certified by:

Md. Anwar Hossen
07.05.19

Md. Anwar Hossen

Senior Lecturer

Department of Software Engineering

Faculty of Science & Information Technology

Daffodil International University

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I respect and thank **Mr. Md. Anwar Hossen** and **Marzia Zaman** also I want to include here the main head of the project and our respectful Dean sir, **Professor Dr. M. Shamsul Alam** for providing me with an opportunity to do the project work in **Consumer Complain Tracking System (CCTS)** and giving us all support and guidance, which made me complete the project duly.

Proposed System Model

A software process model is a simplified representation of a software process. Each model represents a process from a specific perspective.

Agile-Model

My proposed system model is agile model, which is an incremental process of software development. Each iteration lasts one to three weeks on average. Engineering actions are carried out by cross-functional teams. In software development, the term “Agile” means the ability to respond to changes-changes from requirements, technology and people.

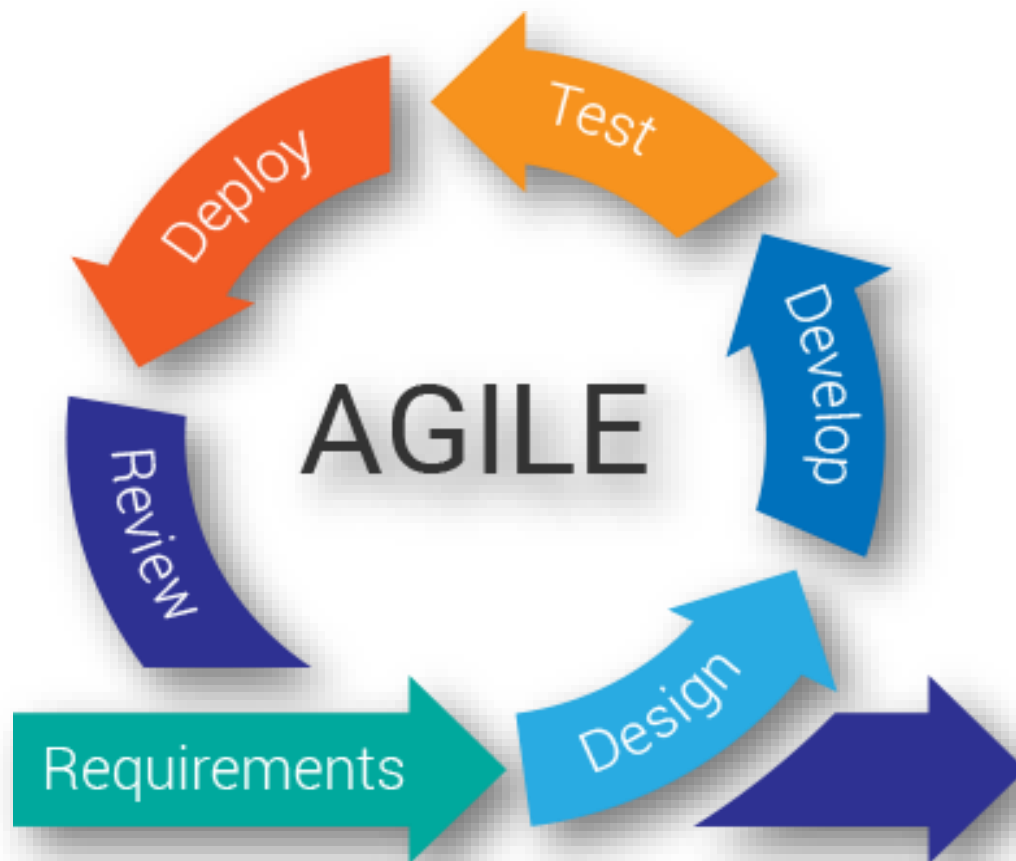


Figure: Agile-Model

Table of Contents

Acknowledgement	ii
Proposed System Model	iv
Agile-Model	iv
Chapter 1: Introduction	1
1.1 Purpose and Scope	1
1.2 Overview of the Document	1
1.3 General Constraints	2
1.4 Goals and Guidelines	2
Chapter 2: System Architecture Description	3
2.1 Overview of Modules and Components	3
Chapter 3: Architectural Design and Sequence Diagrams	4
3.1 Architectural Representation.....	4
Software architectural diagram of the system: -	5
Chapter 4: Glossary	6
Chapter 5: User Classes & Characteristics	7
5.1 Administrator	7
5.2 Call Representative	7
5.3 Cab Representative	7
Chapter 6: Design & Implementation Constraints.....	7
6.1 Operating Environment:	8
6.2 Software Language Used:.....	8
6.3 Development Tools:	8
6.4 Database Support:	8
Chapter 7: Assumptions & Dependencies	8
7.1 Data Entry	8
7.2 Hardware Dependencies.....	9
7.3 Browser Dependencies	9
Chapter 8: Benefits & Beneficiaries Benefits	9
8.1 Benefits:	9
8.2 Beneficiaries:	9
Chapter 9: Stakeholders.....	9
Chapter 10: Functional Requirements.....	10
10.1 User Authentication Requirements	10
10.2 Data Entry Requirements	11
10.3 Dependability Requirements.....	11
10.3.1 Reliability Requirements.....	11

10.3.2 Availability Requirements	11
10.4 Maintainability and Supportability Requirements.....	12
10.4.1 Maintenance Requirements.....	12
10.4.2 Supportive Requirements.....	12
10.5 Security Requirements	12
10.6 Non-Functional Requirements.....	12
10.6.1 Performance Requirements	12
10.6.2 Safety Requirements	13
10.6.3 Security Requirements.....	13
10.6.4 Maintainability Requirements.....	13
Chapter 11: Gantt Chart.....	13
11.1 Release Plan or Milestone.....	14
Chapter 12: List of Figure.....	15
12. Activity Diagram.....	15
12.1 Activity Diagram of Call (REP).....	16
12.2 Activity Diagram of Admin.....	16
12.3 Activity Diagram of CAB Representative.....	18
Chapter 13: Sequence Diagram.....	19
13.1 Sequence Diagram of Call Representative.....	19
13.2 Sequence Diagram of Admin	20
13.3 Sequence Diagram of CAB Representative	20
Chapter 14: Data Flow Diagram	21
14.1 Context Diagram	21
Chapter 15: Use Case Diagrams.....	22
15.1 Use Case Diagram of User Authentication	22
15.2 Use Case Diagram of Admin	23
15.3 Use Case Diagram of Call Representative	25
15.4 Use Case Diagram of CAB Representative.....	30
16. ER Diagram.....	32
17. Class Diagram	34
18. Model Class Diagram	35
19.0 User Interface and Manuals.....	36
19.1 User Login.....	36
19.2 Admin Dashboard.....	37
19.2.1 Admin Case Assign to CAB Officer	37
19.3 Call Representative UI	38
19.3.1 Create Consumer.....	38

19.3.1 Consumer List.....	38
19.4 Case Entry	39
19.4.1 Case List.....	39
19.7 Create Cab Activity	40
19.8 Consumer Feedback	40
19.9 List of Consumer Feedback	41
19.10 Contact Information	41
19.11 Contact Information List.....	42
19.12 Call Representative send email to consumer	42
19.12.1 View email.....	43
19.13 CAB Officer Assign Case List.....	43
19.14 CAB Feedback UI	44
Chapter 20: User Manual.....	45
Reference:	45
Chapter 21: Conclusion.....	46

Chapter 1: Introduction

This section provides an overall bird's eye view of the system. It defines what the system is supposed to do and what the system will cover, as well as what the system will not include. It also includes a brief overview of the whole document.

1.1 Purpose and Scope

Consumer Complain Tracking System (CCTS) is a Web application for consumer right. Where consumer can inform to the call representative of CCTS over the phone, mobile. Any type of complain that he/she is facing or he/she have faced, for example, Food problem of any restaurant, super shop. Like Residence, Medical, Medicine, Furniture, Electricity, Electrical Item, ICT Item.

Call representative he/she will collect needed data from consumer. Intervals of 15 days call representative will inform to the consumer that what the present situation of his/her case.

Call representative send the case data to the consumer by email from the application. And all the cases are monitoring and evaluation by CAB officer.

Admin can assign case to the CAB representative for investigation.

This system is not only a part of data entry of consumer complain but also by this data anyone can research about cases why it's happened how can decrease the case problem of consumer.

The system needs to have the ability to add/edit cases, consumer add, cab officer add, Contact information.

- The system will have the feature to send email to the cab officer.
- The system should have analysis of the case data with bar chart in dashboard.

1.2 Overview of the Document

The document aims to provide an insight into the overall design of the whole system. The whole document is divided into 10 chapters. Each of the chapters will describe different aspects of the design.

Section	Overview
Design Considerations	This section focuses in the assumptions of the operating environment, and the hardware and software requirements for running the system. Additionally, <u>it'll</u> include the general constraints, and goals and guide lines of the system
System Architecture	This section contains two things: description of the components of the system, and class diagram
Architectural design	This section contains architectural representation, as well as activity diagrams
Data Design	Most of the contents of this section cover about the database of the system <u>Primarily</u> ; it'll contain the entity-relationship diagram, and the data dictionary.
Use case	Provides description about the actors and their roles, and how the actors interact and in which sequence they interact with the system.
Data Flow Diagram	Contains context level diagram.
Conclusion	Wraps up the document

Table: 1.2 Overview of the Document

1.3 General Constraints

The general constraints on the development of the system are as follows:

The system will not be accessible to unauthorized users.

- All data save to the central database.
- The system will be completed by the end of April 2019.
- This project is developed by following Agile Methodology.

1.4 Goals and Guidelines

The goals of the SIS are to deliver the following:

Central, up-to-date repository of information on all cases and consumer information, all history of consumer and complain person or organization, cases, CAB activities information, solve cases history that is easy to access and manage.

It is an efficient and effective consumer problem solver web project and increase consumer rights.

- . A tool where data is safe and secure.
- A well-designed system that can handle thousands of concurrent Consumer cases.

Chapter 2: System Architecture Description

The core models and functionalities which are derived from the functional requirements are generated as some basic components of the systems. By this section it will be very clear for the development team to find out all these at a glance.

2.1 Overview of Modules and Components

Consumer Complain Tracking System should have the nine basic modules and some sub modules under the basic modules-

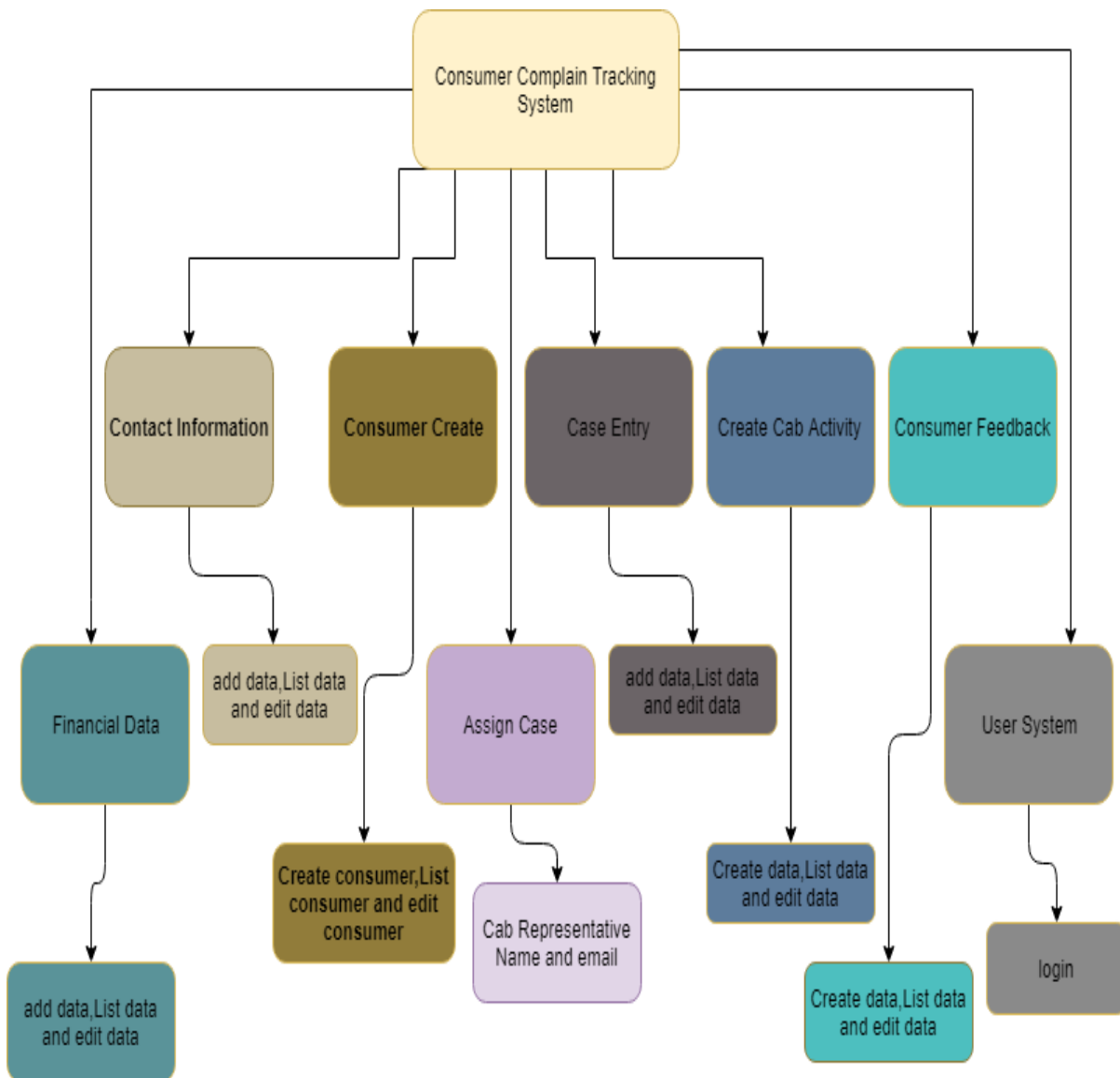


Fig 2.1: Basic Modules of the Student Information System

Chapter 3: Architectural Design and Sequence Diagrams

In this section the business and data layer activities are shown by which the non-functional Requirements are fulfilled and ease to the vendor to realize the system as well.

3.1 Architectural Representation

Here, the architectural representation is shown through the following figure.

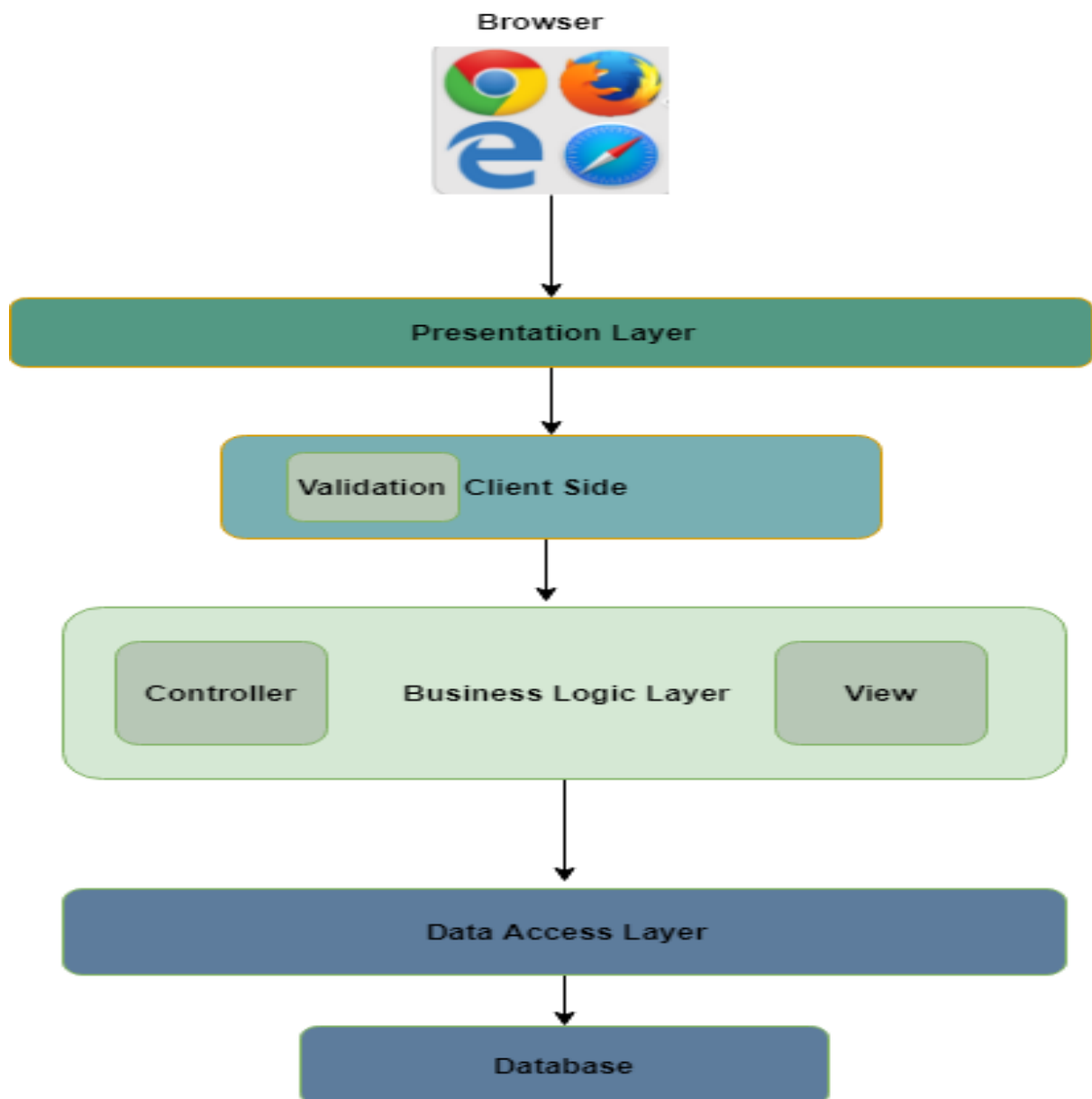


Fig: 3.1 Access Layer of CCTS

3.2 Software architectural diagram of the system:

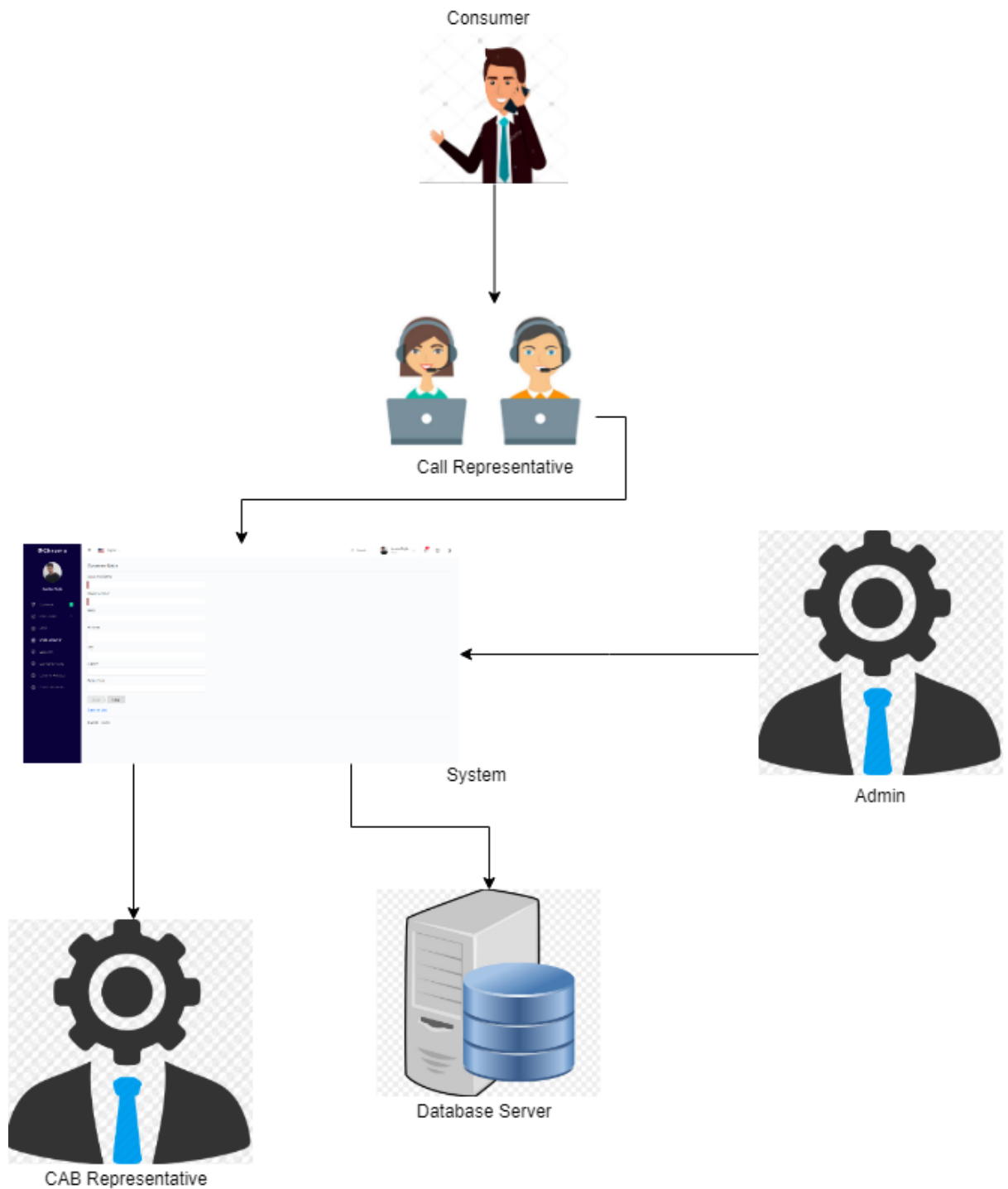


Fig: 3.2 Architectural Representations of whole system

Chapter 4: Glossary

Here there are some clarifications of the terms uses in this documents and also some explanation related to Consumer Complain Tracking System (CCTS).

Terms	Definition
Consumer Create	Call Representative can create a consumer.
Case Entry	A set of Complain, Consumer provide data to the call representative.one consumer can complain about more then one.
Contact Information	This information is about Call Representative and Cab Representative.
Call Representative	Call Representative's roles as a data entry operator.
CAB	CAB means Consumers Association of Bangladesh. CAB call center is operational now at DIU to help consumers resolve their issues as a consumer with any organization or person. It is a non-profit organization
Assign Case	By the consumer complain Admin will assign case to the Cab representative to investigation.

Chapter 5: User Classes & Characteristics

5.1 Administrator

Admin of CCTS can assign a CAB representative for a single case or multiple cases, CAB representative look after the cases, and investigate the case. Admin can see the all analysis data from dashboard and all report.

5.2 Call Representative

User means Call Representative, user collect to the data of consumer and case. He can view and edit consumer data, case data, contact information, consumer feedback. User provide data to the database by CCTS. But he is not able to see dashboard and he have no access to assign any CAB representative for any cases.

5.3 Cab Representative

Cab Representative's roles is that he/she will assign by admin for investigation of assigned cases.

Chapter 6: Design & Implementation Constraints

6.1 Operating Environment:

The CCTS for CAB will be web-based system. Thus, anyone having a browser can hit the specific link and can get access to it. Thus, it will ensure its best usage and will ease the means of getting access to the system. Moreover, it will remove the complexities of running the system in multiple platforms as it will be deployed in a web server.

6.2 Software Language Used:

The application will be developed using Microsoft's Asp.NET Core MVC with Entity Framework. The used language will be C# and the front end will be developed using Bootstrap, CSS, Angular js 1.7v, for client side also use Angular js 1.7v.

6.3 Development Tools:

For the development purpose, Microsoft Visual Studio 2017 Community will be used. For handling different database operations MySQL Workbench 8.0 CE will be used.

6.4 Database Support:

The database that will be used is MySQL Workbench 8.0 CE. Core Entity framework will be used from the applications end to insert, update and delete the data.

Chapter 7: Assumptions & Dependencies

7.1 Data Entry

Though the data entry operation is out of the scope of this project, but for giving it a standard look our team has added some meaningful data to check the compatibility of the system. To include, these information has collected from the requirement elicitation process from the authority of CAB. It is assumed that CAB authority will make arrangement to enter all the previous information related to the system to the database. Supply of correct information is possible only when valid data is entered in the database. Since the data entry is a separate task and will be performed by the CAB authority, the authority will be responsible for the validity

of the information to be provided to the user through CCTS.

7.2 Hardware Dependencies

To operate the system the following hardware dependencies are needed:

- Runs on any x86-64 machine.
- Depending on the number of users it server, it'll need a reasonably powerful machine to perform its tasks. The actual requirements will be profiled at a later phase.
- Every user must have internet connectivity devices to use the system.

7.3 Browser Dependencies

The system is based on web; therefore no custom tailored client is required to access it. However, SIS will be compatible with any JavaScript enabled open standard browsers, and it will also support Google Chrome, Mozilla Firefox (any latest version) and other compatible browsers.

Chapter 8: Benefits & Beneficiaries Benefits

8.1 Benefits:

- Consumer right will be increase
- Reduce the number of deceiver people
- Increase awareness

8.2 Beneficiaries:

- All types of Consumer
- Government

Chapter 9: Stakeholders

A **stakeholder** is a party that has an interest in a company and can either affect or be affected by the business. The primary **stakeholders** in CCTS are its Cab

- Representative,
- Admin,
- Call Representative,
- CAB Representative and
- Consumer.

Chapter 10: Functional Requirements

Before identification of the requirements, we needed the comprehensive engagement and lighting quick coordination with the stakeholders. This accelerates the entire requirements management process by orchestrating the flow of information and processes across different team members and stakeholders. Again, this is combined with hybrid agile and waterfall development methodologies and tools. Flexible workflows and automatic notifications streamline communication, review, and approval of requirements across stakeholders, while common metrics and dashboards ensure everyone is on the same page. So, the listed requirements go with all the previous processes.

10.1 User Authentication Requirements

Requirement No.	Requirement	Priority
LP-001	While login match the username with user type	high

LP-002	Login time should be stored in the log file	high
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Table: 10.1 User Authentication Requirements

10.2 Data Entry Requirements

Requirement No.	Requirement	Priority
DR-001	Call representative must have login to the system	high
DR-002	All the complain of consumer call representative have to insert data to the system	high
DR-003	All the required field must be fill up by proper data	high
DR-004	Without registration of consumer, no one can able to do complain to the system	high
DR-005	15 days interval consumer should know the present situation of his/her case over the phone by call representative	high

Table: 10.2 Data Entry Requirements

10.3 Dependability Requirements

10.3.1 Reliability Requirements

Requirement No.	Requirement	Priority
RR-001	All confidential data must have to be encrypted.	Medium
RR-002	All data should collect from users by permission and by accepting privacy policy.	Low
RR-003	No one can use Consumer's data for any other purpose except system needs.	Low

Table: 10.3.1 Reliability Requirements

10.3.2 Availability Requirements

Requirement No.	Requirement	Priority
AR-001	The system should work 24 hours a day	Medium
AR-002	The system should provide the desired data to the user in time	Low

Table: 10.3.2 Availability Requirements

10.4 Maintainability and Supportability Requirements

10.4.1 Maintenance Requirements

Requirement No.	Requirement	Priority
MR-001	The system maintenance should be quick.	Low

Table: 10.4.1 Maintenance Requirements

10.4.2 Supportive Requirements

Requirement No.	Requirement	Priority
SR-001	The system support angular js 1.7v ,MySQL workbench ,visual studio 2017,Asp.net Core 2.0	high

Table: 10.4.2 Supportive Requirements

10.5 Security Requirements

Requirement No.	Requirement	Priority
SR-001	All the users access have to be limited with their use case boundaries	low
SR-002	Users need to be authorized first to access data.	low
SR-003	Only SECURITY Administrator will be able to enter the system to make maintenance	low

Table: 10.5 Supportive Requirements

10.6 Non-Functional Requirements

10.6.1 Performance Requirements

Server software does not require any special hardware other than the minimum hardware required for running enterprise OS. Extra disk storage will be required for archives and electronic documents. Increases of memory enables efficient query processing, which is required for quick bibliographic search. Two server grade processors with clock speed 3.0 Ghz, at least 8GB RAM and 300 GB hard disk is recommended for the server. Client machine with recommended hardware required for desktop operating system and web browser (with open JavaScript enable).

10.6.2 Safety Requirements

As per CAB, work place safety rules and the CAB server room where the server is supposed to be placed and the monitoring people.

10.6.3 Security Requirements

Each time there is a security violation, the log file will be updated with the login, date, and time. Again, high level cryptography and checking should be kept to make it more secured. However, while email or request from any unwanted client the request should drop and let that user know about the fault.

10.6.4 Maintainability Requirements

At least one backup server with same configuration as in main server is also recommended for fault tolerance and better performance. Separate storage (with backup) for database, electronic document, and manuscript is also recommended. Multiple computing nodes with the storage are required for high availability and to enhance the performance of the application.

Chapter 11: Gantt Chart

Gantt chart is mainly a production control tools. It remained us to complete our assigned tasks within a certain period of time. For developing software, it is mostly used. Now I will show a Gantt chart for our project.

Activities		W 1	W 2	W 3	W 4	W 5	W 6	W 7	W 8	W 9	W 10	W 11	W 12
Planning	Ideas Reaearch												
	Problem definition												
Requirements	Proposal planning												
	Requirement specification												
QA - 1	Quality assurance												
System design	Sketching												
	Design specification												
	Database design												
Implementation-1	Assign case												

QA – 2	Test cases																		
Implementation-2	Impose case & demerits																		
Testing	Unit testing																		
	Blackbox testing																		
Delivery	Web Application Release																		
Scheduled time																			
Buffered time																			

Fig:11 Gantt Chart

11.1 Release Plan or Milestone

The release plan or milestones are given below:

Activities	Duration in week	Total week
Brainstorming	Week 1	1
Problem identification	Week 1, Week 2	2
Requirement specification	Week 2,Week 3,Week 4	3
Requirement analysis	Week 2	1
Sketching Week	Week 6,Week 7	2
Design specification	Week 8,Week 9	2
Database design	Week 10,Week 11,Week 12	3
Assign User a site	Week 12	1
Quality assurance	Week 6, Week 7	2
Test case	Week 5,Week 12	2
Impose case & demerits	Week 10	1
Unit testing	Week 11	1

Fig: 11.1 Release Plan or Milestone

Black-box testing	Week 12	2
Software release	Week 12	2

Chapter 12: List of Figure

12. Activity Diagram

To describe the SDS more specifically there are some activity diagrams to elucidate the

System more distinctively.

12.1 Activity Diagram of Call (REP)

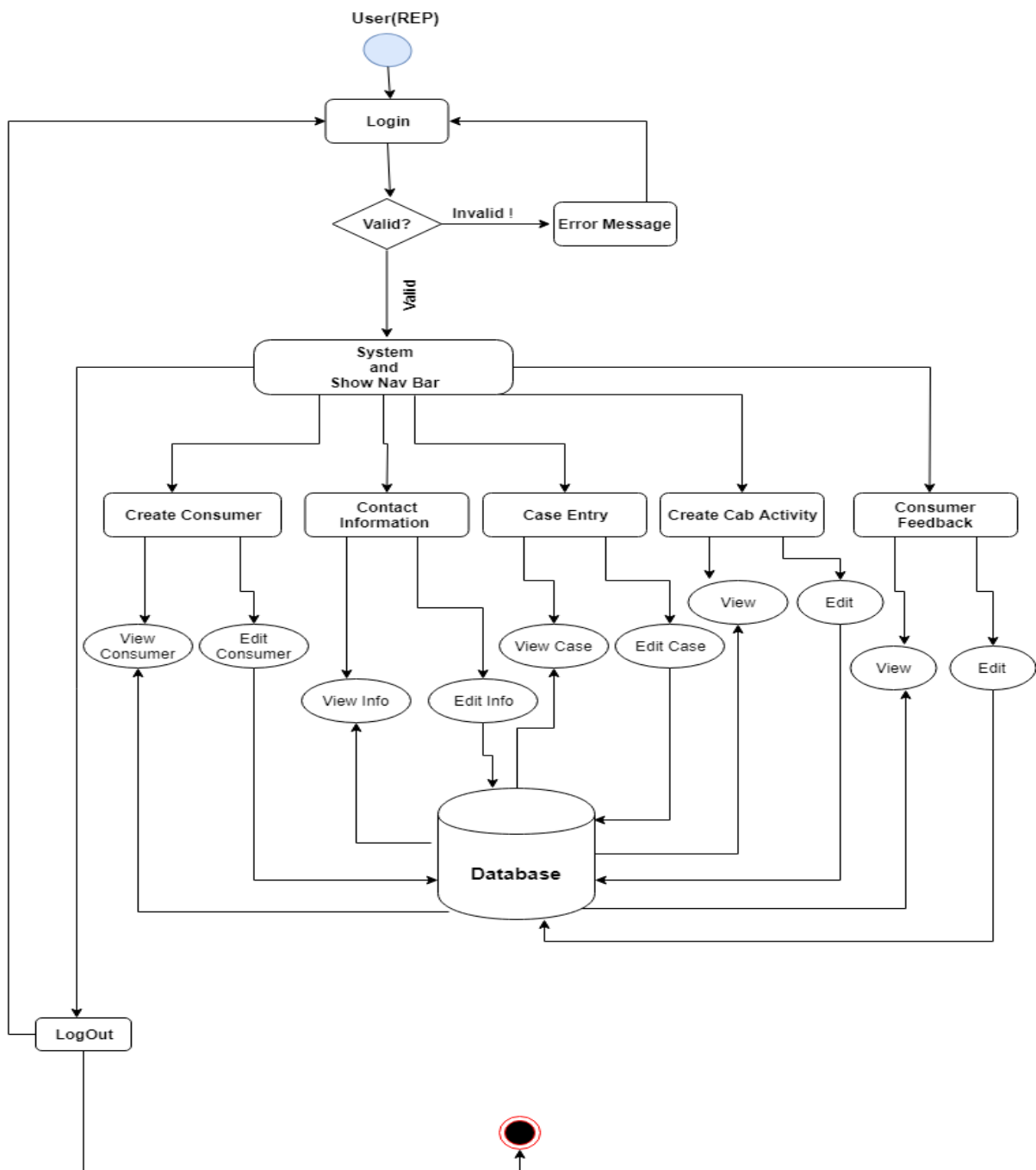


Fig: 12.1 Activity Diagram of Call (REP)

12.2 Activity Diagram of Admin

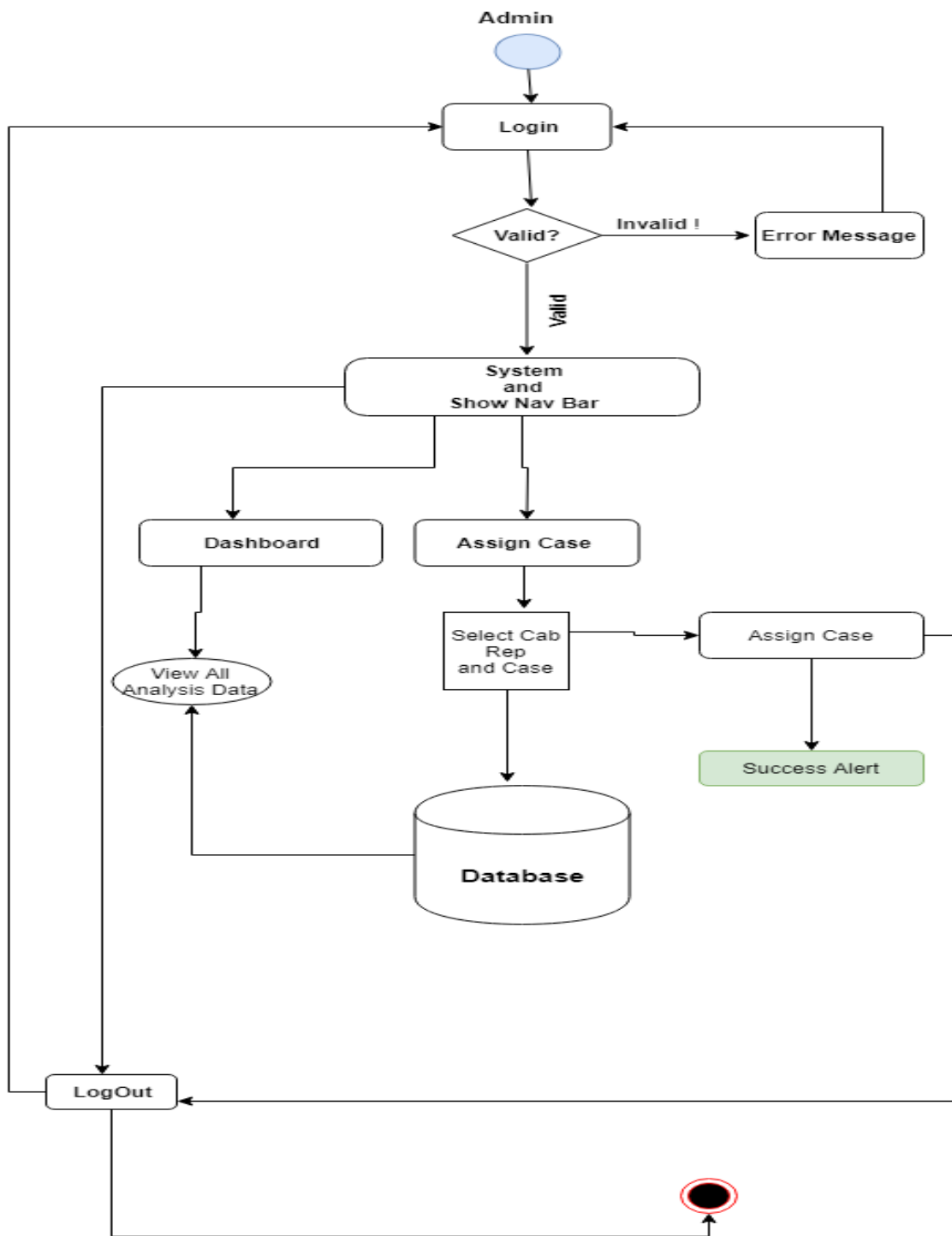


Fig: 12.1 Activity Diagram of Admin

12.3 Activity Diagram of CAB Representative

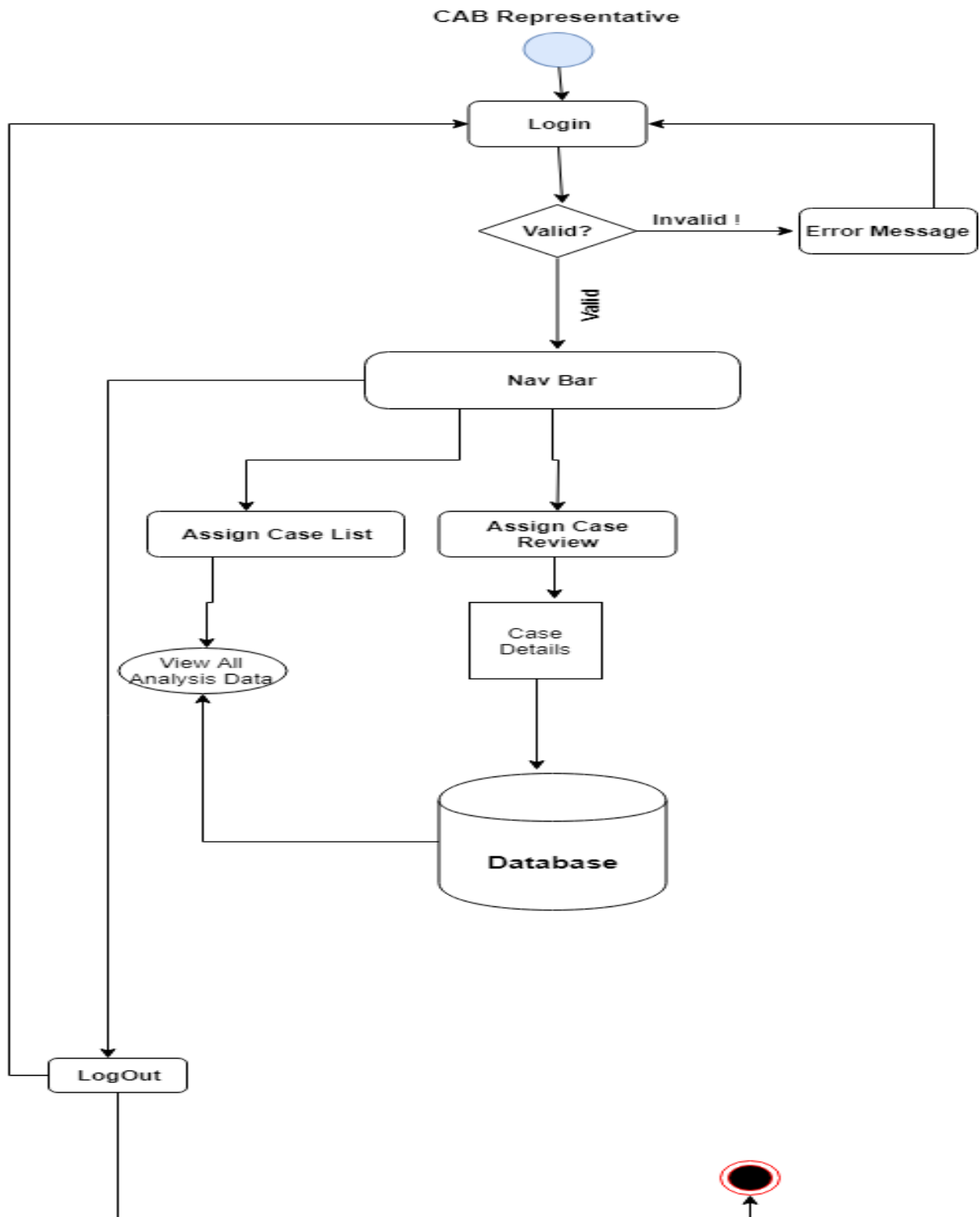


Fig: 12.3 Activity Diagram of CAB Representative

Chapter 13: Sequence Diagram

13.1 Sequence Diagram of Call Representative

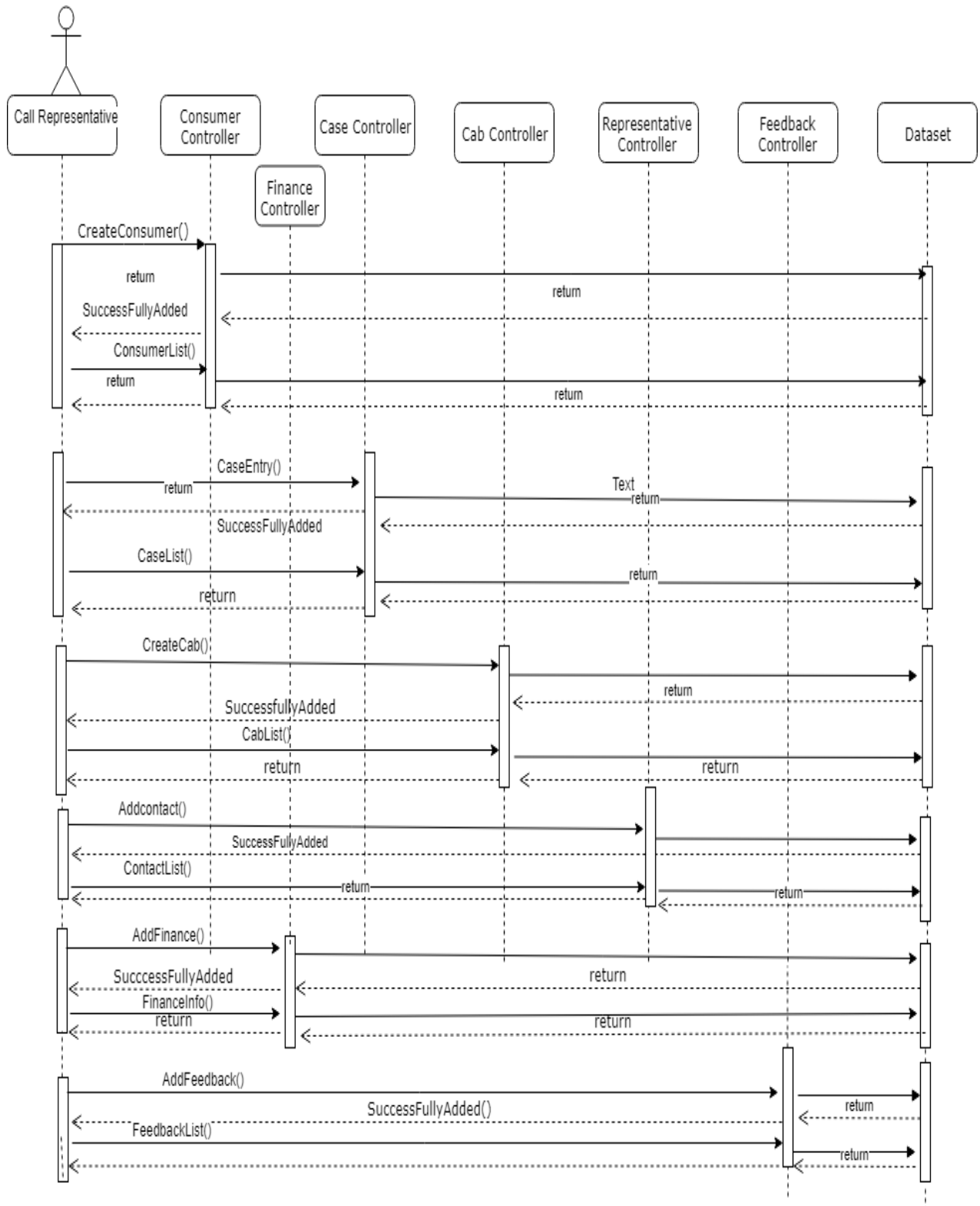


Fig: 13.1 Sequence Diagram of Call Representative

13.2 Sequence Diagram of Admin

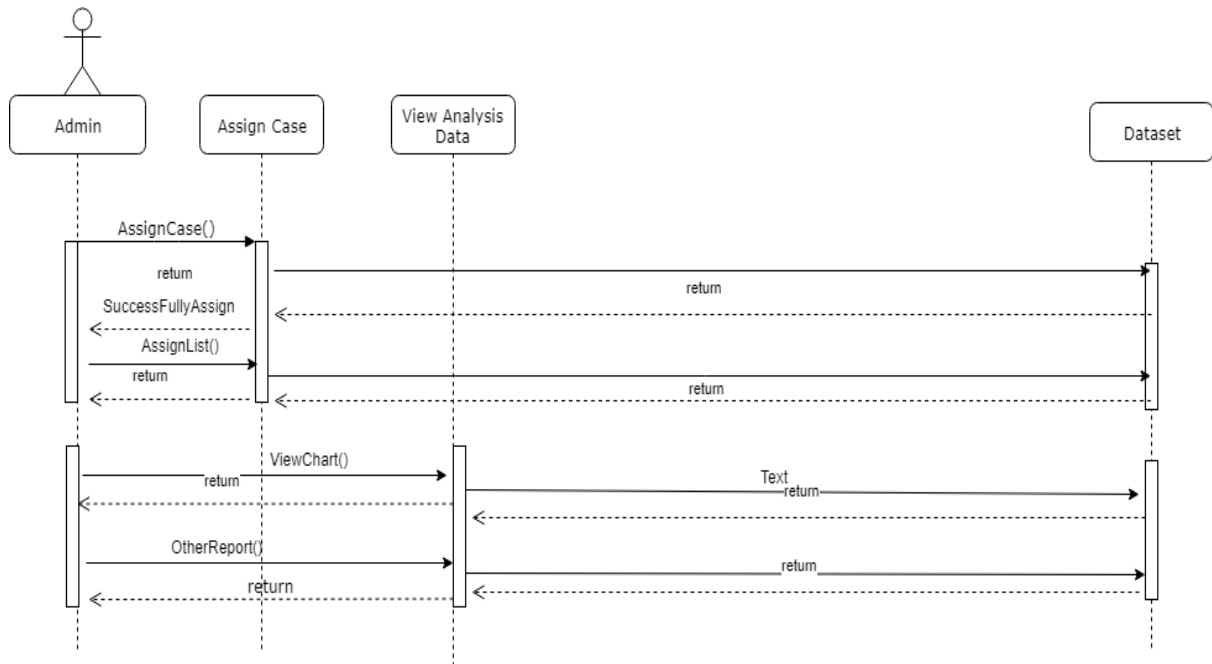


Fig: 13.2 Sequence Diagram of Admin

13.3 Sequence Diagram of CAB Representative

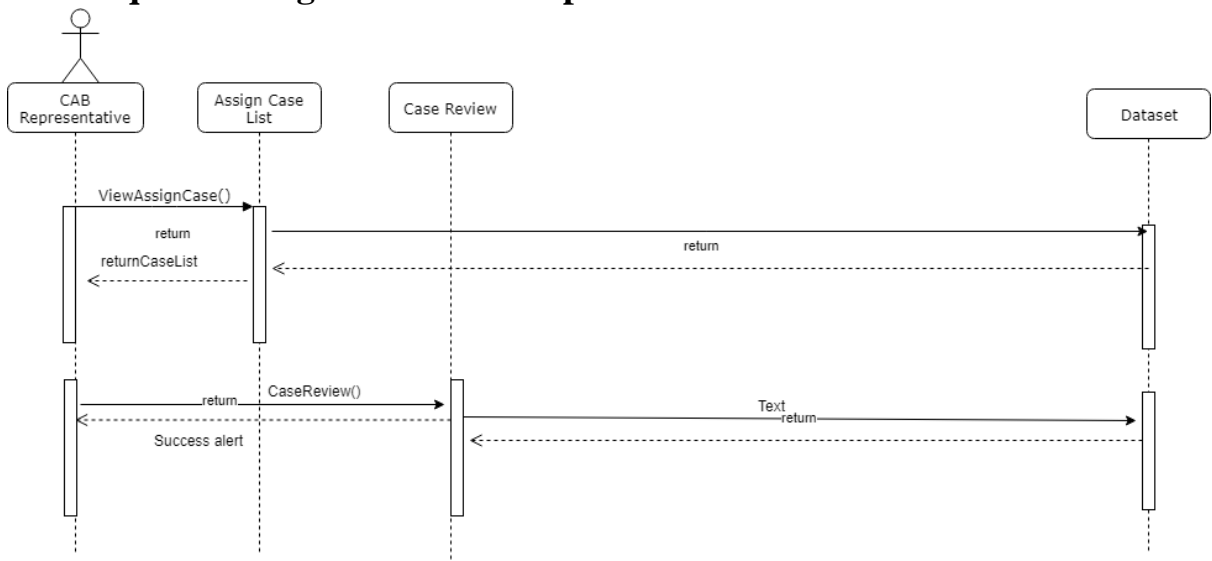


Fig: 13.3 Sequence Diagram of CAB Representative

Chapter 14: Data Flow Diagram

14.1 Context Diagram

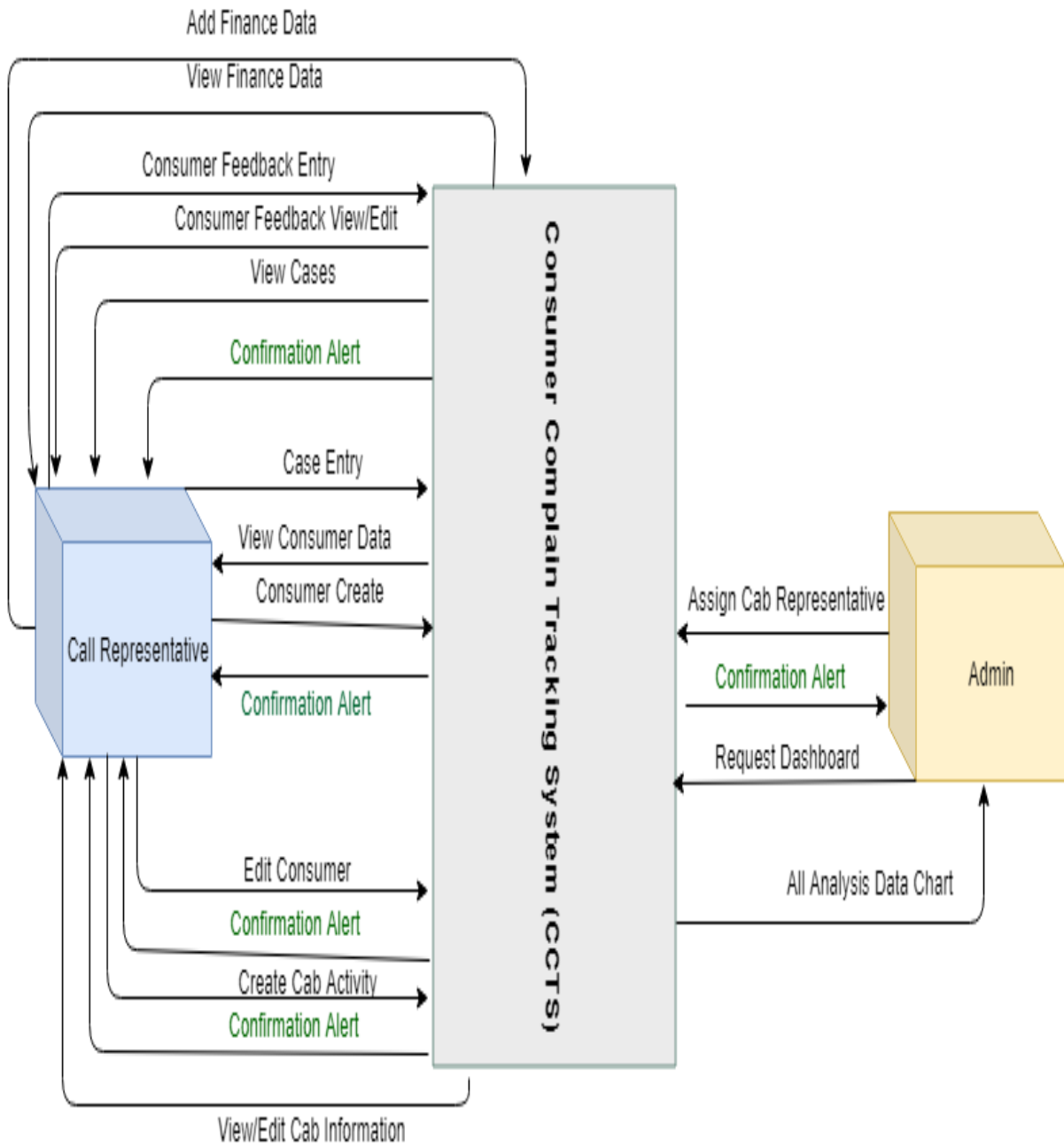


Fig: 14.1 Sequence Diagram of Call Representative

Chapter 15: Use Case Diagrams

15.1 Use Case Diagram of User Authentication

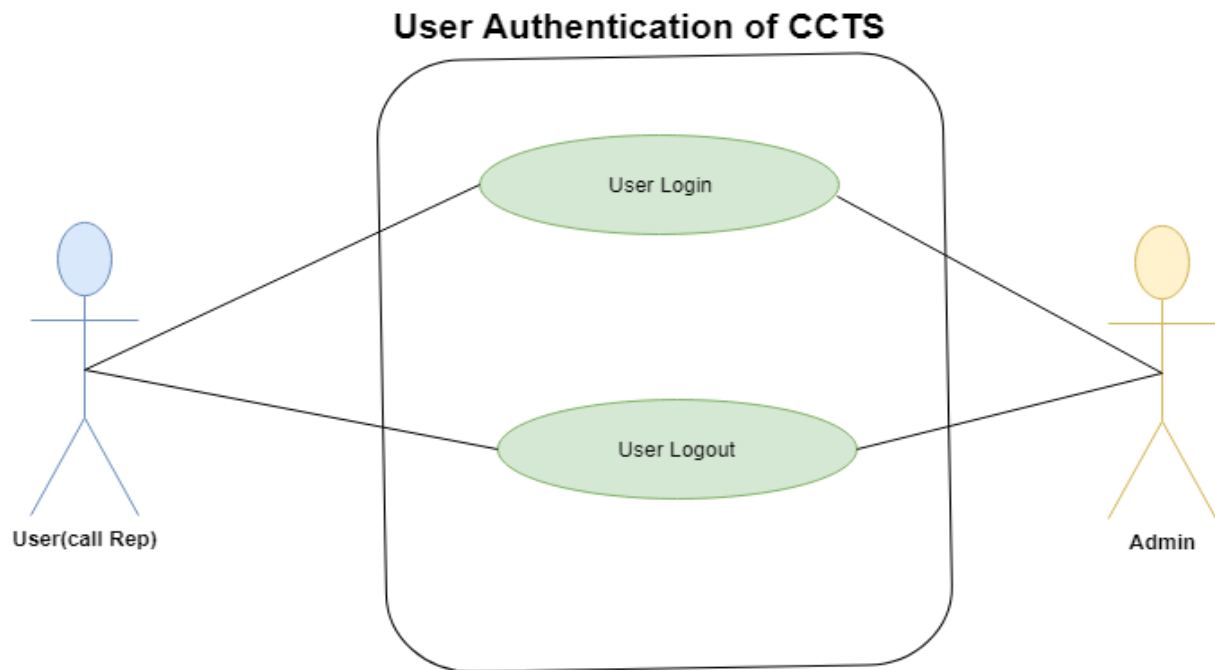


Fig: 13.2 Use Case Diagram of User Authentication

Table: 1.0 Use Case Description

Use Case No.	1.1
Use Case Name	Login
Actor	User
Description	Allowing users to login to the system
Precondition	User should remain in the login page
Trigger	Click the "Login" Link
Flow of Events	<ul style="list-style-type: none">➤ Two text fields to give input of the username and password respectively➤ Write the username and password on that field and click the login button
Post Condition	User logged into the system

15.2 Use Case Diagram of Admin

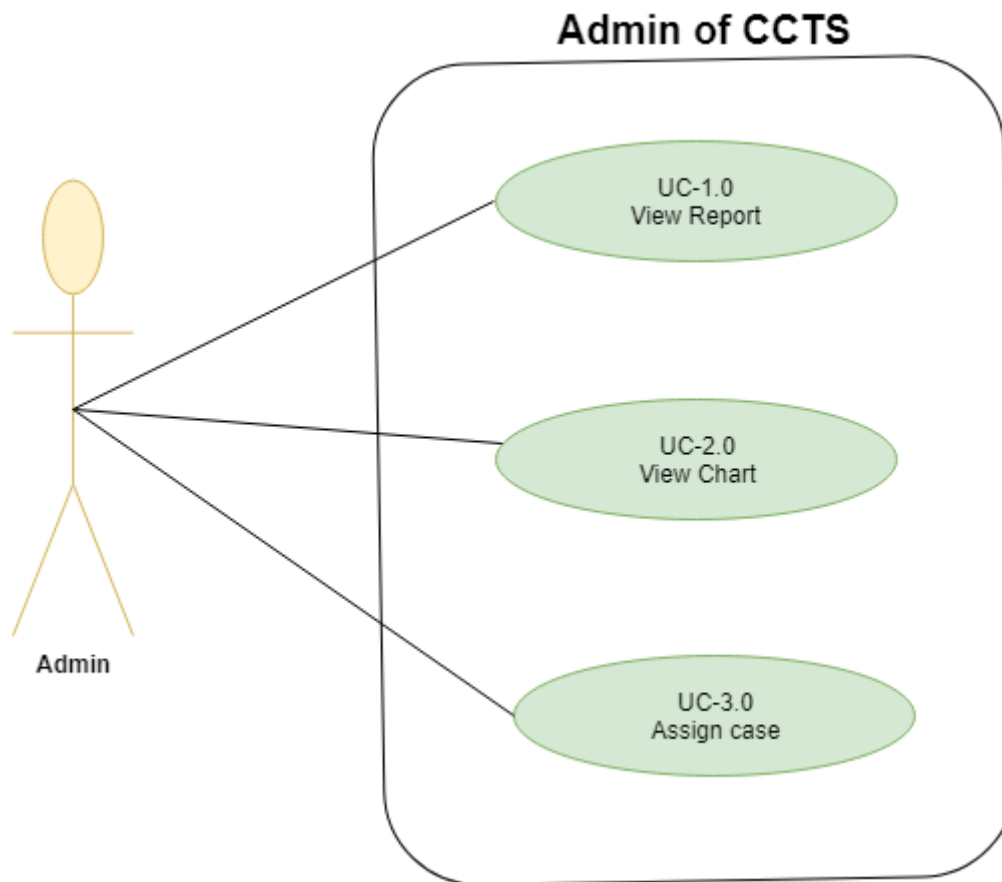


Fig: 15.2 Use Case Diagram of Admin

Table: 1.0 Use Case Description

Use Case No.	1.0
Use Case Name	View All Report
Actor	Admin
Description	Admin can view all the report of cases
Precondition	Login
Trigger	Click Data List

Table: 2.0 Use Case Description

Use Case No.	2.0
Use Case Name	Dashboard
Actor	Admin
Description	Admin get access Dashboard to see analytical bar chart
Precondition	Login
Trigger	Click Dashboard Menu

Table: 3.0 Use Case Description

Use Case No.	3.0
Use Case Name	Assign cases
Actor	Admin
Description	Assign case to the Cab Representative
Precondition	Login as a admin
Trigger	Click Assign case Menu

15.3 Use Case Diagram of Call Representative

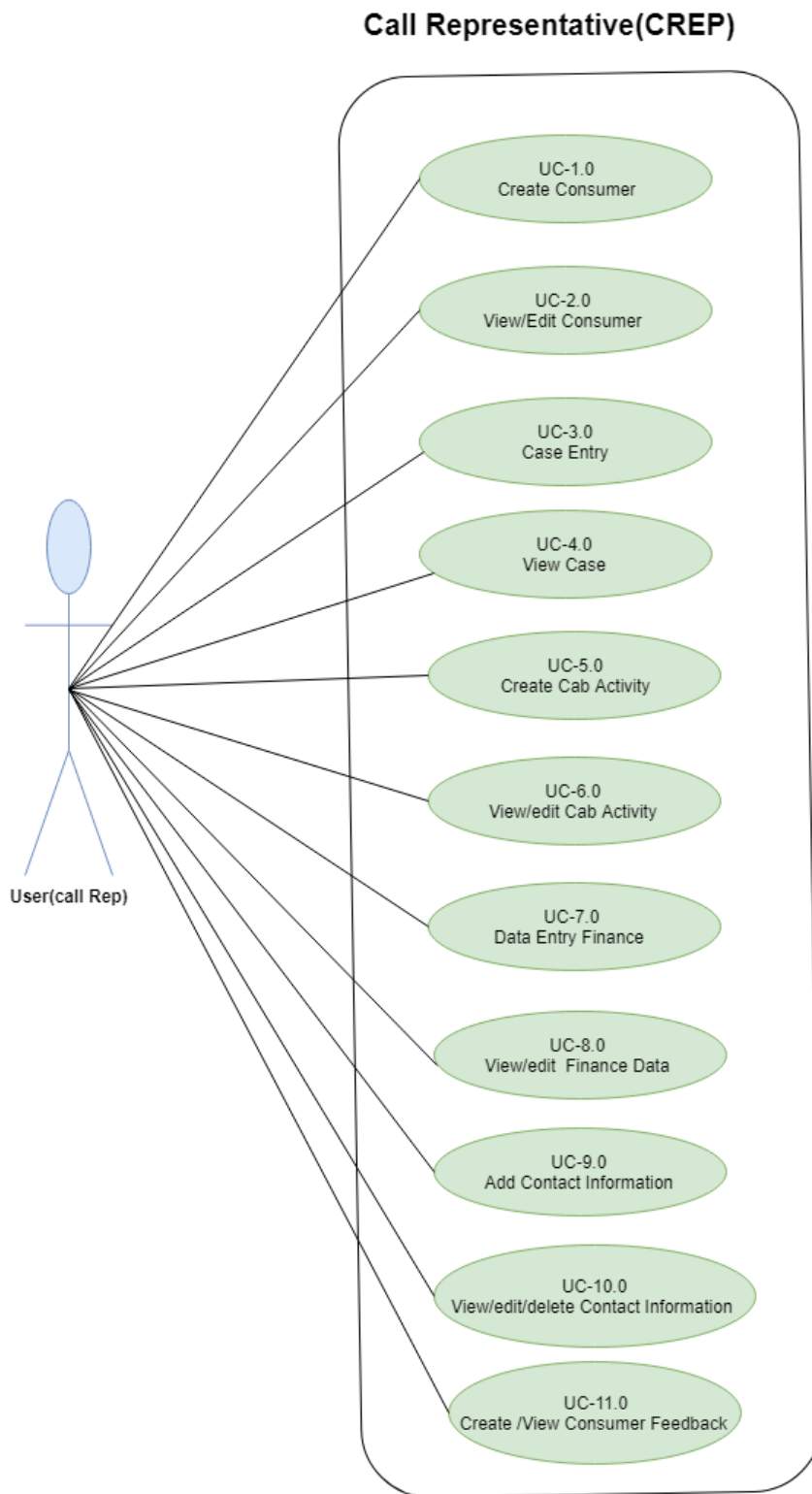


Fig: 15.3 Use Case Diagram of Call Representative

Table: 1.0 Use Case Description

Use Case No.	1.0
Use Case No.	2.0
Use Case Name	Create Consumer
Use Case Name	Consumer view/Edit
Actor	Call Representative
Actor	Call Representative
Description	Call Representative can create consumer
Description	Call Representative can view/edit data
Precondition	Login
Precondition	Login
Trigger	Click Create Consumer
Trigger	Click Consumer List

Table: 2.0 Use Case Description

Table: 3.0 Use Case Description

Use Case No.	3.0
Use Case Name	Case Entry
Actor	Call Representative
Description	Call Representative can add new cases
Precondition	Login
Trigger	Click Create Case

Table: 4.0 Use Case Description

Use Case No.	4.0
Use Case Name	Case view
Actor	Call Representative
Description	Call Representative can view cases detail
Precondition	Login
Trigger	Click Case list

Table: 5.0 Use Case Description

Use Case No.	5.0
Use Case Name	Create Cab Activity
Actor	Call Representative
Description	Call Representative can Create Cab Activity
Precondition	Login
Trigger	Click Create Cab Activity

Use Case No.	6.0
Use Case Name	Cab Activity view/edit
Actor	Call Representative

Description	Table: 6.0 Use Case Description Call Representative view all Cab Activity and Edit
Precondition	Login
Trigger	Click Cab Activity List

Table: 7.0 Use Case Description

Use Case No.	7.0
Use Case Name	Financial data add
Actor	Call Representative
Description	Call Representative Can add Financial data
Precondition	Login
Trigger	Click Add Financial Data

Table: 8.0 Use Case Description

Use Case No.	8.0
Use Case Name	Financial data view/Edit
Actor	Call Representative
Description	Call Representative Can view/edit Financial data
Precondition	Login

Trigger	Click Cab Activity List
----------------	-------------------------

Table: 9.0 Use Case Description

Use Case No.	9.0
Use Case Name	Contact Information Create
Actor	Call Representative
Description	Call Representative Can Create their contact info and also Cab representative info
Precondition	Login
Trigger	Click Contact Information

Use Case No.	Table: 10 Use Case Description
Use Case Name	Contact Information View/Edit
Actor	Call Representative
Description	Call Representative Can View/Edit their contact info and also Cab representative info
Precondition	Login
Trigger	Click Contact Information List

Table: 11.0 Use Case Description

Use Case No.	11
Use Case Name	Consumer Feedback
Actor	Call Representative
Description	Call Representative Can add the feedback of Consumer
Precondition	Login
Trigger	Click Consumer Feedback

Use Case No.	Table: 12 Use Case Description
Use Case Name	Consumer Feedback
Actor	Call Representative
Description	Call Representative Can add the feedback of Consumer
Precondition	Login
Trigger	Click Consumer Feedback

15.4 Use Case Diagram of CAB Representative

CAB Representative

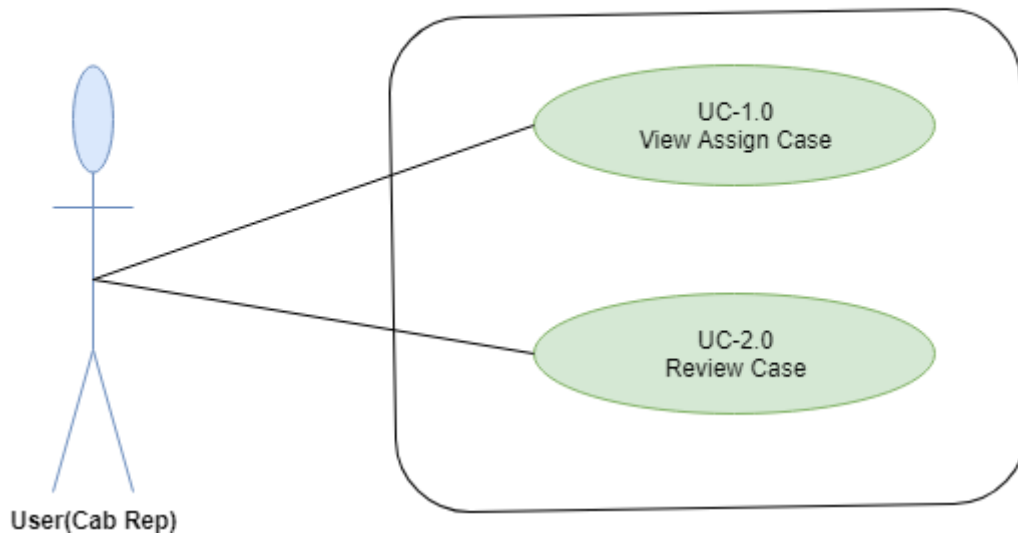


Fig: 15.4 Use Case Diagram of CAB Representative

Table: 1.0 Use Case Description

Use Case No.	1.0
Use Case Name	View assign case
Actor	CAB Representative
Description	CAB Representative Can see their assign case
Precondition	Login
Trigger	Assign Case

Use Case No.	2.0
Use Case Name	Review Case

Actor	CAB Representative
Description	Call Representative Can review case
Precondition	Login
Trigger	Review Case

Table: 2.0 Use Case Description

16. ER Diagram

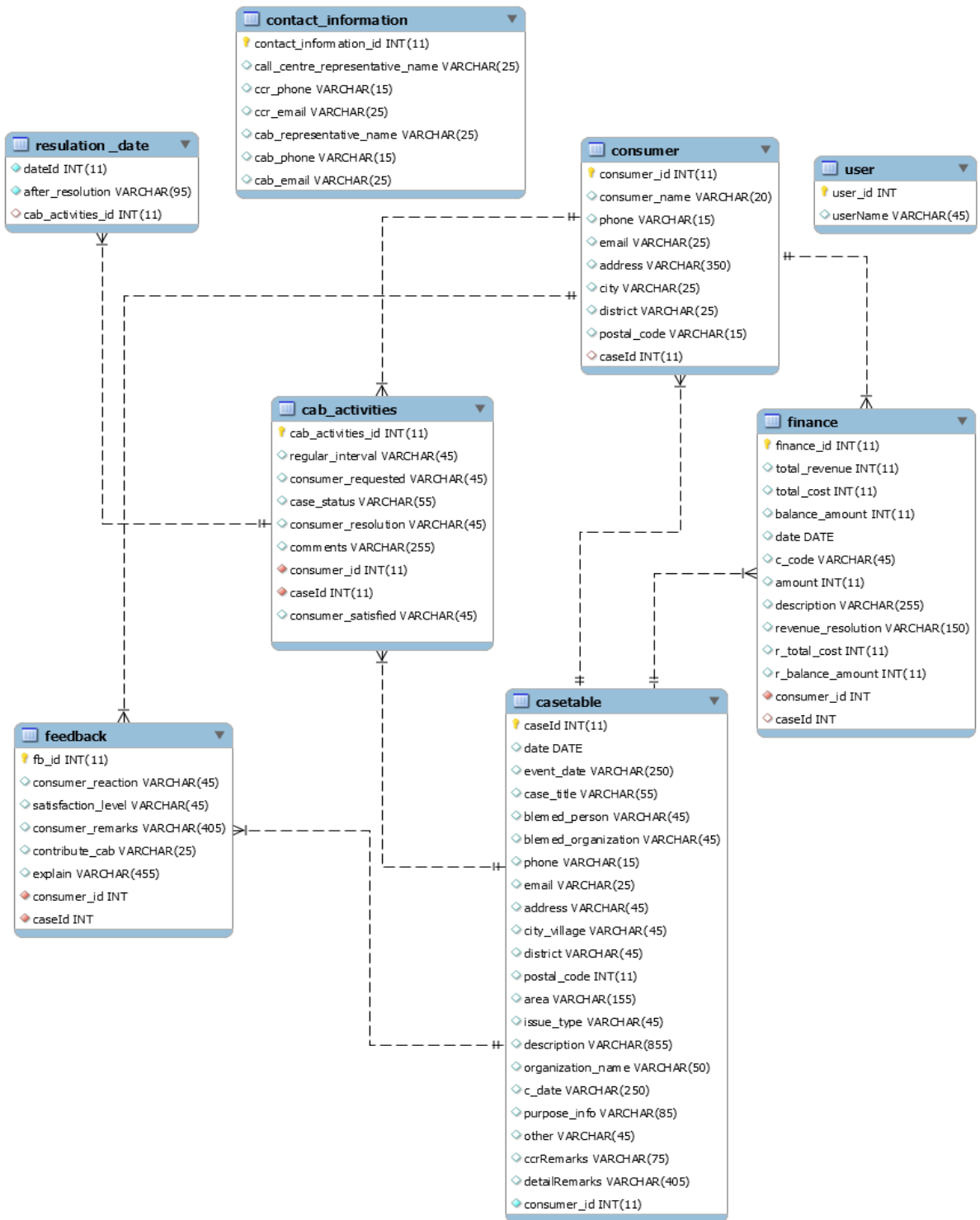


Fig: ER Diagram

17. Class Diagram

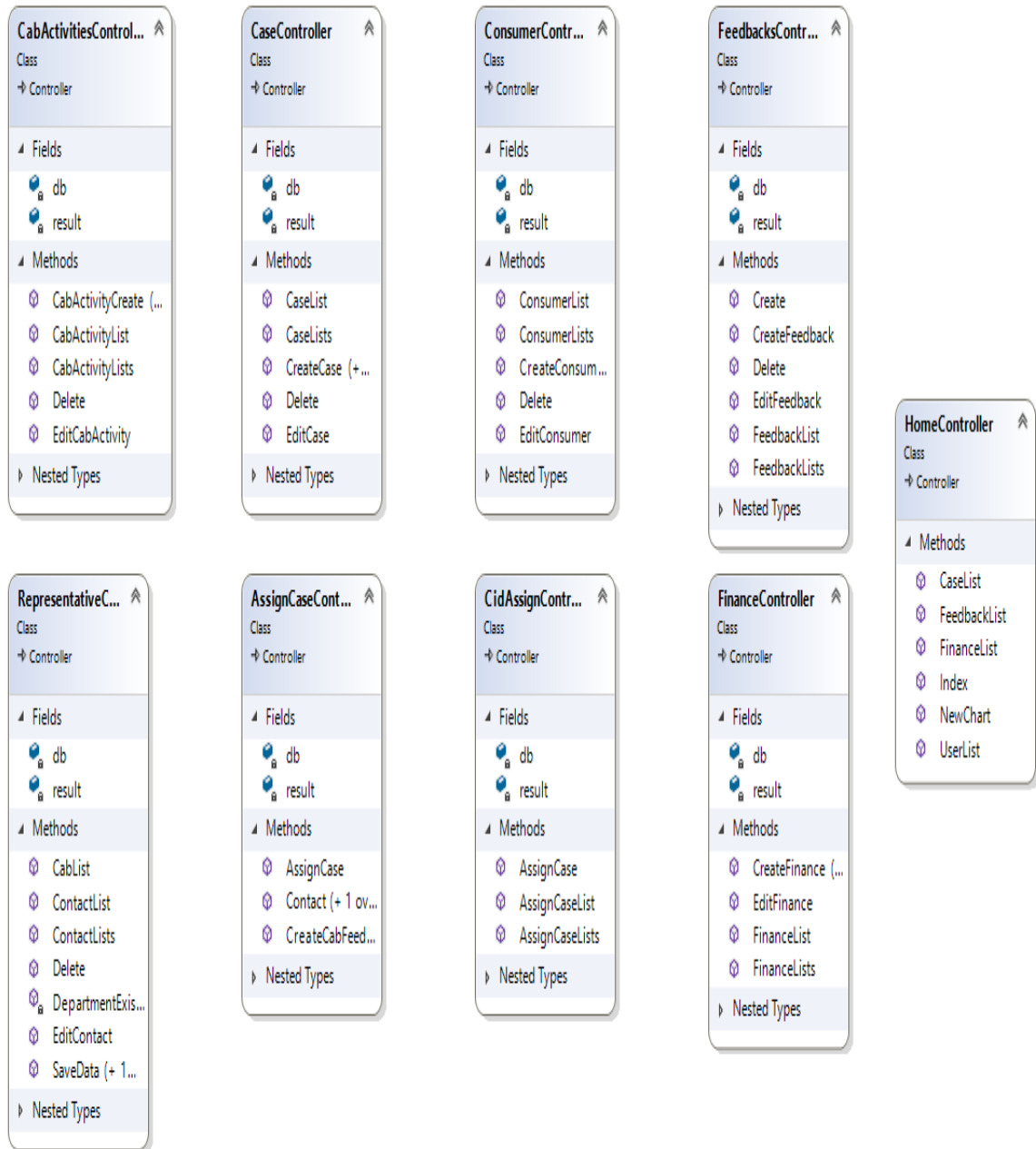


Fig: Class Diagram

18. Model Class Diagram

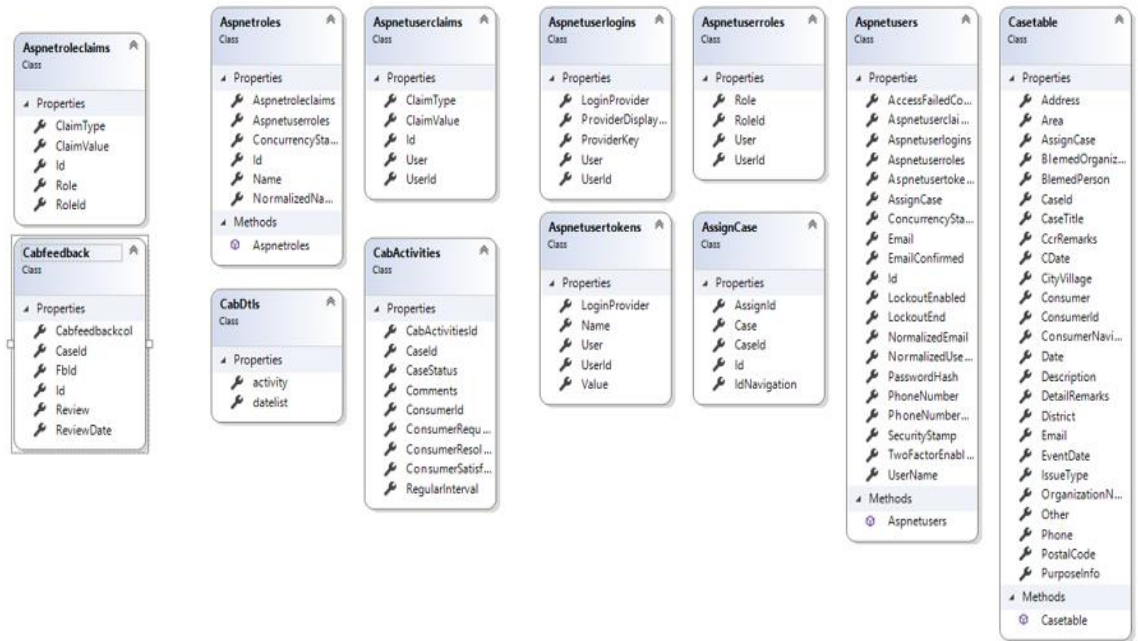


Fig: 18.1 Model Class Diagram

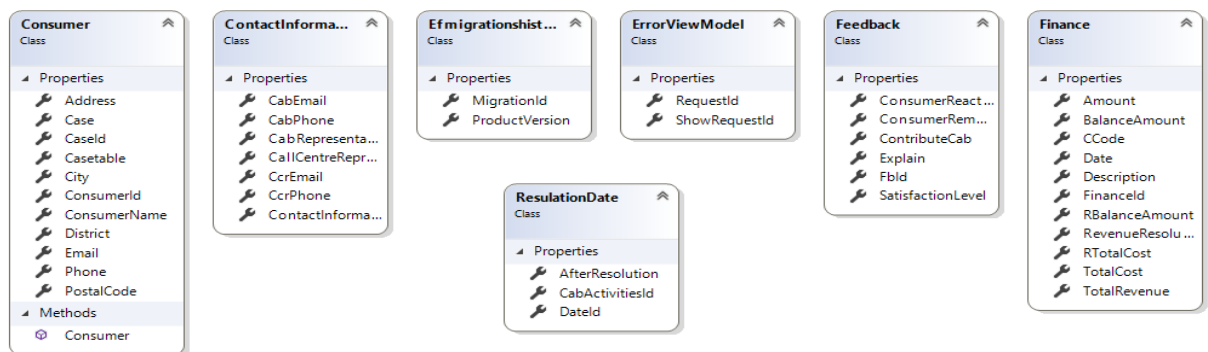


Fig: 18.2 Model Class Diagram

19.0 User Interface and Manuals

19.1 User Login



Don't have an account? [GET STARTED](#)

Use a local account to log in.

Email

Password

Remember me?

[Forgot your password?](#)

[Register as a new user](#)

Use another service to log in.

There are no external authentication services configured. See [this article](#) for details on setting up this ASP.NET application to support logging in via external services.

19.2 Admin Dashboard

The dashboard includes a sidebar with the user profile 'Aawlad Rajib' and navigation links for Home, Contact Information, and Assign Case. The main content area features a 'Case Bar Chart Demo' with three bars: Food Problem (blue, ~120), House Rent (pink, ~450), and Education (orange, ~550). Below the chart are three data tables, each with a search bar:

Serial.No	Consumer Name	Phone	Email
1	Md. Mehedi	0158457541	aawladhossain79@gmail.com
2	Mazed Morshed	0154784654	mazed1@gmail.com

Serial.No	Cab Officer	Case Title	Consumer Name
1	hasan@gmail.com	Food Problem	Md. Mehedi
2	shimul@gmail.com	Bad Quality of House	Mazed Morshed

Serial.No	Consumer Name	Reporting Date	Event Date
1	Md. Mehedi	2019-01-20T00:00:00	2019-04-28T18:00:00.000Z
2	Mazed Morshed	2019-05-03T00:00:00	05/02/2019

Serial.No	Total Revenue	Total Cost	Balance Amount	Date
1	120	250	360	

Serial.No	Consumer Reaction	Satisfaction Level	Consumer Remar
1	Not Hopeful	Very Unsatisfied	i am not happy with t
2	Hopeful	Satisfied	it's work good
3	Not Hopeful	Very Satisfied	very good

19.2.1 Admin Case Assign to CAB Officer

The 'Assign Case' form is displayed, showing the following fields:

- Case Title: Bad Quality of House
- Cab Email: mehedi@gmail.com

Buttons for 'Assign Cab' and 'Clear' are visible. A green success message at the bottom right reads: 'Assign Save Successfully!!'.

19.3 Call Representative UI

19.3.1 Create Consumer

The screenshot shows the 'Consumer Entry' form in the CCTS application. The form is titled 'Consumer Entry' and contains the following fields:

- Consumer Name
- Phone Number
- Email
- Address
- City
- District
- Postal Code

Below the fields are 'Save' and 'Clear' buttons. A 'Back to List' link is also present. The footer of the form area displays '© 2019 - CCTS'.

19.3.1 Consumer List

The screenshot shows the 'Consumer List' view in the CCTS application. It features a search bar at the top and a table with the following data:

Serial.No	Consumer Name	Phone	Email	Address	City	District	Postal Code	
1	Asif	01684575445	asif@gmail.com	pabna,kashinathpur	Dhaka	pabna	1740	Edit Delete
2	Shimul	0168754841	shimul@gmail.com	munshiganj	Dhaka	munshiganj	1560	Edit Delete
3	Mazed	01457854223	Mazed43@gmail.com	Dhaka	Dhaka	dhaka	17400	Edit Delete

The footer of the table area displays '© 2019 - CCTS'.

19.4 Case Entry

CCTS English

Case Entry

Consumer Name: Select Consumer

Reporting Date:

Event Date: mm/dd/yyyy

Case Title:

Blamed Person:

Blamed Organization:

Phone:

Email:

Address:

City Village:

District:

19.4.1 Case List

CCTS English

[Create New Contact](#)

Case List

Search:

Case Title	Blamed Person	Blamed Organization	Phone	Email	Address	City Village	District	Postal Code	Area
						df	fdgd		
food problem	mazed	MMM	0145785422	Mazed@gmail.com	Dhaka	Dhaka	dhaka	17400	Food
environment problem			01681363861	aawlad@gmail.com	Kapasia,toke,sultampur	Dhaka	dhaka	1740	
Rooten Fish	Maruf Khan	M3k.org	01457854223	Maruf43@gmail.com	Dhaka	Dhaka	pabna	17400	Food
First Food Problem	Ishak Ahmed	AIFood	01684575445	ishak@gmail.com	mohammadpur	Dhaka	dhaka	1740	Food

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19.7 Create Cab Activity

CCTS English - Search Aawwad Rajib Admin

CabActivityCreate

Consumer Name: Md.Mehedi

Case Title: **Food Problems**

Date: 05/24/2019

Serial.No	Date	Action
1	05/07/2019	Delete
2	05/09/2019	Delete
3	05/24/2019	Delete

Case Status: Select Status

Check the box if resolution is achieved?

[Back to List](#)

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19.8 Consumer Feedback

CCTS English - Search Aawwad Rajib Admin

Consumer Feedback

Consumer Name: Select Consumer

Case Title: Select Case

Consumer Reaction During Resolution: --Select Reaction--

Satisfaction Level: **Satisfied**

Is consumer interested in further interaction and contribute to CAB? --Select--

Explain

[Back to List](#)

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19.9 List of Consumer Feedback

FeedbackList

SerialNo	Consumer Reaction	Satisfaction Level	Consumer Remarks	Contribute Cab	Explain	Action
0	Not Hopeful	Very Unsatisfied	I am not happy with that	No	very sad	Edit Delete
1	Hopeful	Satisfied	it's work good	Yes	because it's my case	Edit Delete
2	Not Hopeful	Very Satisfied	very good			Edit Delete

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19.10 Contact Information

Contact Information

Call Representative Name

Phone Number

Email

Cab Representative Name

Cab Phone

Cab Email

[Save](#) [Clear](#)

[Back to List](#)

© 2019 - CCTS

19.11 Contact Information List

CCTS

English

Search

Aawlad Rajib Admin

Create New Contact

Contact List

Search

Serial.No	Call Centre Representative Name	Phone	Email	Cab Representative Name	Phone	Email	
0	Md.Aawlad Hossain	01681363861	aawlad@gmail.com	Mehedi Hasan	0145785422	mehedi@gmail.com	Edit Delete
1	Shimul	01584575414	shimul@gmail.com	Ishak	01584575415	ishak@gmail.com	Edit Delete
2	Sajjad	0154784654	sajjad@gmail.com	Ony	0145785422	ony@gmail.com	Edit Delete
3	Bishnu	0145785422	bishnu@gmail.com	Ishak	0145785422	ishak@gmail.com	Edit Delete

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19.12 Call Representative send email to consumer

CCTS

English

Search

Aawlad Rajib Admin

Consumer Name

Md Mehedi

Case Title

Food Problem

Consumer Email

aawladhossain79@gmail.com

Message:

Dear,
Consumer Your Case Details send to you - We already take action against Blamed Person, don't worry we will provide you update of your case.
Thank!

[Send Email](#)

© 2019 - CCTS

19.12.1 View email

The screenshot shows a Gmail interface. On the left, there's a sidebar with 'Compose', 'Inbox' (997), 'Starred', and 'Snoozed'. The main area displays an email titled 'Food Problem' from 'Bangladesh CAB Authority' (raji@baawlad@gmail.com) received at 1:35 AM. The email body contains a message about a consumer case and a response button area with three options: 'Thank you for your response.', 'Ok, thank you.', and 'Thanks a lot.'

19.13 CAB Officer Assign Case List

The screenshot shows a web application interface. On the left is a dark sidebar with 'CCTS' at the top, a profile picture of 'Awlad Rajib', and buttons for 'Cab Feedback' and 'Assign List'. The main content area is titled 'AssignCaseLists' and features a search bar. Below the search bar is a table with the following data:

Case Title	Consumer Name	Blamed Organization	Blamed Person	Event Date	District	Detail Remarks	Area	Address
Food Problem	Md.Mehedi	MMM	Mazed	2019-04-28T18:00:00.000Z	Dhaka	This case is valid, so we have to find out the solution	Food	Dhaka

At the bottom left of the main area, it says '© 2019 - CCTS'.

19.14 CAB Feedback UI

CCTS

English

Search

Aawlad Rajib Admin

Consumer Feedback

Case Title

Select Case

Case Review

Assign Cab | Clear

[Back to List](#)

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Chapter 20: User Manual

- User must have to register to the site then he/she will get access by login
- If user role is a admin then he can access the char view, he can see the all report, if he want to assign case to any CAB officer then he/she have to click on the assign case Manu then fill the all required field.
- If user role is a CAB officer, he/she can view his/her assign case list and case details. After case resolution, he/she can give his feedback about assign case. But he/she will not able to see his feedback report
- If user role is a Call representative then he/she can give data entry to the site and send an email confirmation to the consumer.

20.1 Reference:

- [1] <https://stackoverflow.com>
- [2] <https://www.google.com/>
- [3] <https://codepen.io/pens/>
- [4] <https://www.c-sharpcorner.com>

Chapter 21: Conclusion

The Consumer Complain Tracking System (CCTS) is storing all the consumer data and all the cases information. Easily consumer can complain about his/her problem. The call Representative (REP) can access to the system and easily he can entry all the needed data. This system also Provide a set of Analysis of data such as cases, area number of cases etc.

This system is supposed to run as a pilot project here in CAB for a few months to get the user acceptance and more feasibility. After the feedback and requirements, the system will go for fine tuning and hope within 3-4 months it will run smoothly in CAB while the consumer our country beneficiaries of this project.