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Complain Box



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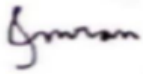
The project report has been submitted in fulfilment of the requirements for the degree of Bachelor of Science in Software Engineering Department.

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APPROVAL

This project titled on “Complain Box”, submitted by Avijit Saha, (ID: 172-35-2196) to the Department of Software Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of Bachelor of Science in Software Engineering and approval as to its style and contents.

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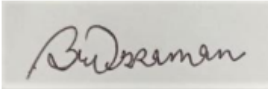
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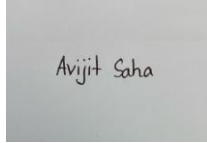
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DECLARATION

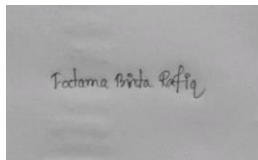
I, hereby, declare that this project has done by me under the supervision of Fatama Binta Rafiq, Senior Lecturer, Department of Software Engineering, Daffodil International University. I also declare that neither this project nor any part of this project has been submitted elsewhere for award of any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

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ABSTRACT

“Complain Box” is a web base application. It will help people to have a great service by sitting at home. They got justice as soon as possible. The authority is a very helpful. When they got a complain then he take action for this complain. The admin could block the spamming user who is fake. Here the user give their NID number, it is very helpful to identify the user. It will help the people against the criminal or powerful person.

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Chapter 1

Introduction

1.1 Motivation

Now a days we can see the crime is more and more. We cannot stop it. That's why my project motivated me, because it could try to decrease the crime. The criminal got punished by the authority. Here the authority is who monitor all things.

1.2 Background

“Complain Box” is a new comer system to our daily life. We see many people can't get justice. Many time we see the general people can't fight the high professional person. Like that, they force the poor people to close their file against the rich guy. That's why many time they select to suicide. But it can't to reach the high professional person like IGP, President and Prime Minister.

This system will aim to overcome these complexities and create a sustainable relationship between the general people and the Administration. This system will especially be created to get justice. Besides that, this system will provide some essential and needy features also which will make daily life easier.

1.3 Objectives

“Complain Box” is going to be a web-based software project which will be a wonderful solution for the general people to keep themselves up to tension free especially in their area. As we all know nowadays people are getting more & more digitalized. There are a huge number of people who want safe life and stay safe.

They could post their complain safely. Any one couldn't see another complain. It is a safe and secure process. People could fearlessly get his/her justice. They could edit and delete their complain.

Besides that, we will provide some essential special features also. Our system will have different types of users. The user who isn't registered will not be able to see all.

1.4 Scope

“Complain Box ” is completely a new system that will mainly focus on publishing different types of problem which will be published by the peoples. Generally, some of those problems are available on social media but they are not organized properly. Our target will be to show this problem on a single platform. Not only that, people can select specific problems. Our motto for this system is- **“One Site- All Problems- All Justice”**.

1.5 Assumptions and Constraints

Currently, our primary target is to reach different type of people, because people who are need these facilities as the digital world is advancing day by day. We hope that they will very easily able to use our system. Also, the people in our country are advancing very fast with digitalization. So, they will accept using our system on their own. Many people are already using different social media to get some of these facilities. It'll be difficult for us to reach these people. But we are positive that, when we can show them our advance and essential facilities, they will surely accept our system.

1.6 Dependencies and Risks

“Complain Box” is the latest system that is providing these facilities. There isn't any system existing like this one. That's why as a new experience, people will firstly not know about this system feature and its facilities. It's very hard to shift people from a certain platform to another.

Currently, many social media platforms are providing some of these services but they are not organized enough and the information is not available properly. Our main risk is to shift uneducated people to our system. If we can reach to the general people and share with them that we are providing this kind of essential, time-saving & chic services then we are sure that people will enter and get used to our system and of course will be benefited for sure. Overall, that's our main risk is to make people used to with our system and its facilities.

Chapter 2

Feasibility study & Estimation

2.1 Feasibility Analysis

The document of Complain Box will also provide some feasibility. These will enhance the system and will give more liveness to the system. It will also ensure that we can develop this project successfully. Here, we will also analyze some of the tools & techniques which will be used to develop this project.

In our system, we will be looking for all the possible feasibility to ensure that we can focus on the economical, technical, operational & also legal feasibilities.

2.2 Technical Feasibility

Technical feasibility centers on the existing manual system of the test management process and to what extent it can support the system. According to the feasibility analysis procedure, the technical feasibility of the system is analyzed and the technical requirements such as software facilities, procedures and inputs are identified. It is also one of the important phases of the system development activities. The system offers greater levels of user-friendliness combined with greater processing speed. Besides, we are promised to give an understandable user manual which will help the users, government, as well as the admin to cope up with the system effortlessly.

2.3 Economical feasibility

Economic analysis is most frequently used for evaluation of the effectiveness of the system. More commonly known as cost/benefit analysis or CBA the procedure is to determine the benefit and saving that is expected from a system and compare them with costs, decisions are made to design and implement the system. This part of the feasibility study gives users the economic justification for this system. This is a unique input to our subcontinent. A simple economic analysis that gives the actual comparison of costs and benefits is much more meaningful in such cases.

In the system, the users are most satisfied with economic feasibility. Because just only with the one site they can get benefit. So, there will be no more time waste there will be no more money to lose.

2.4 Legal Feasibility

Our main purpose for this project development is to provide services to the general people. In order to do that, we have to follow all the rules & regulations of our country also have to maintain some ethics so that we don't go against any of these rules. We need to publish this project legally to serve the users. We have to get all the legal license in order to provide service to anyone.

2.5 Operational feasibility

It's good news to us that the people who get justice, these are the hot trend in today's world. Besides that, people of this generation are getting digitalized day by day. with the help of a smart & digital system, they are so much smarter than before. So, this kind of solution will be a huge breakthrough for them. With the help of this system, the government got respect, on the other hand, the user can able to represent his/her feelings. So, it's going to be a magnificent solution for today's circumstances.

2.6 Scheduling Feasibility

The project Complain Box has been scheduled for four months to complete the initial versions. The project has been scheduled in such a way that from requirements gathering to implementation, testing to deployment maximum possible time has been assigned. Time estimation is provided in the Gantt chart below.

2.7 Project Milestones

Task no	Task name	Duration
01	Planning	14
02	Requirement gathering and analysis	10
03	System design	15
04	Database design	13
05	Development	45
06	Implementation	10
07	Testing	08
08	Relies	01
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Chapter 3

Project Requirements

3.1 Project Requirement

The basic requirement of this project is to build an interactive communication between admin and the user. Though the project can't be done without facing this functional requirement.

3.2 Stakeholders

Admin, User, Authority.

3.3 Functional Requirement for User

Prerequisite: User signed in for some requirements below

Requirement ID	R1.01.01
Title	Do registration
Description	This action is done to create an account.
Stakeholder	User, Authority
Priority	High

Requirement ID	R1.01.02
Title	Do Login & Logout
Description	This event is for login in the main system.
Stakeholder	User, Authority
Priority	High

Requirement ID	R1.01.03
Title	View Profile
Description	This action is done to view the profile.
Stakeholder	User, Authority
Priority	Medium

Requirement ID	R1.01.04
Title	Edit Profile
Description	This action is done to edit the profile.
Stakeholder	User, Authority
Priority	Medium

Requirement ID	R1.01.05
Title	View news
Description	This action is done to view the news.
Stakeholder	User, Authority
Priority	Medium

Requirement ID	R1.01.06
Title	Select Location
Description	This action is done to select a particular location.
Stakeholder	User
Priority	High

Requirement ID	R1.01.07
Title	Create Post
Description	This action is done to create a Post.
Stakeholder	User
Priority	High

Requirement ID	R1.01.08
Title	Submit Post
Description	This action is done to submit the post.
Stakeholder	User
Priority	High

Requirement ID	R1.01.09
Title	Do Chat
Description	This action is done to start conversation.
Stakeholder	User, Authority
Priority	High

Requirement ID	R1.01.10
Title	Get Notifications
Description	This action is done to get notifications.
Stakeholder	User
Priority	Medium

Requirement ID	R1.01.11
Title	View Photo Gallery
Description	This action is done to view the photo gallery.
Stakeholder	User, Authority
Priority	Medium

Requirement ID	R1.01.12
Title	Upload Photo
Description	This action is done to upload photos to the gallery.
Stakeholder	User, Authority
Priority	High

Requirement ID	R1.01.13
Title	Post Video
Description	This action is done to post videos.
Stakeholder	User, Authority
Priority	High

Requirement ID	R1.01.14
Title	Stream Video
Description	This action is done to view the videos.
Stakeholder	User, Authority
Priority	High

3.4 Functional Requirement for Authority

Prerequisite: Authority signed in for some requirements below

Requirement ID	R2.02.01
Title	Do Login
Description	This action is done to sign in into an account.
Stakeholder	User, Authority
Priority	High

Requirement ID	R2.02.02
Title	View Profile
Description	This action is done to view profile of an account.
Stakeholder	User, Authority
Priority	Medium

Requirement ID	R2.02.03
Title	Do Chat
Description	This action is done for chatting.
Stakeholder	Authority, User
Priority	High

Requirement ID	R2.02.4
Title	View gallery
Description	This action is done to view the photo gallery.
Stakeholder	Authority, User
Priority	Medium

Requirement ID	R2.02.5
Title	Upload Photo
Description	This action is done to upload photos to the gallery.
Stakeholder	Authority, User
Priority	Medium

Requirement ID	R2.02.06
Title	Edit Profile
Description	This action is done to edit profile of an account.
Stakeholder	User, Authority
Priority	Medium

Requirement ID	R2.02.03
Title	Take Action
Description	This action is done to take action against crime.
Stakeholder	Authority
Priority	Medium

3.5 Functional Requirement for Admin

Prerequisite: Admin signed in for some requirements below

Requirement ID	R3.03.01
Title	Do Login
Description	This action is done to sign in into an account.
Stakeholder	Admin
Priority	High

Requirement ID	R3.03.02
Title	View Dash Board
Description	This action is done to view the dashboard.
Stakeholder	Admin
Priority	High

Requirement ID	R3.03.03
Title	View User List
Description	This action is done to view the registered user list.
Stakeholder	Admin
Priority	High

Requirement ID	R3.03.04
Title	View Complain List
Description	This action is done to view the complain list.
Stakeholder	Admin
Priority	High

Requirement ID	R3.03.05
Title	Block User
Description	This action is done to block a user.
Stakeholder	Admin
Priority	High

Requirement ID	R3.03.07
Title	View Messages
Description	This action is done to view messages.
Stakeholder	Admin
Priority	High

Requirement ID	R3.03.08
Title	View Gallery
Description	This action is done to view the gallery.
Stakeholder	Admin
Priority	Medium

Chapter 4

Use case Diagram & Description

4.1 Use case for Authority

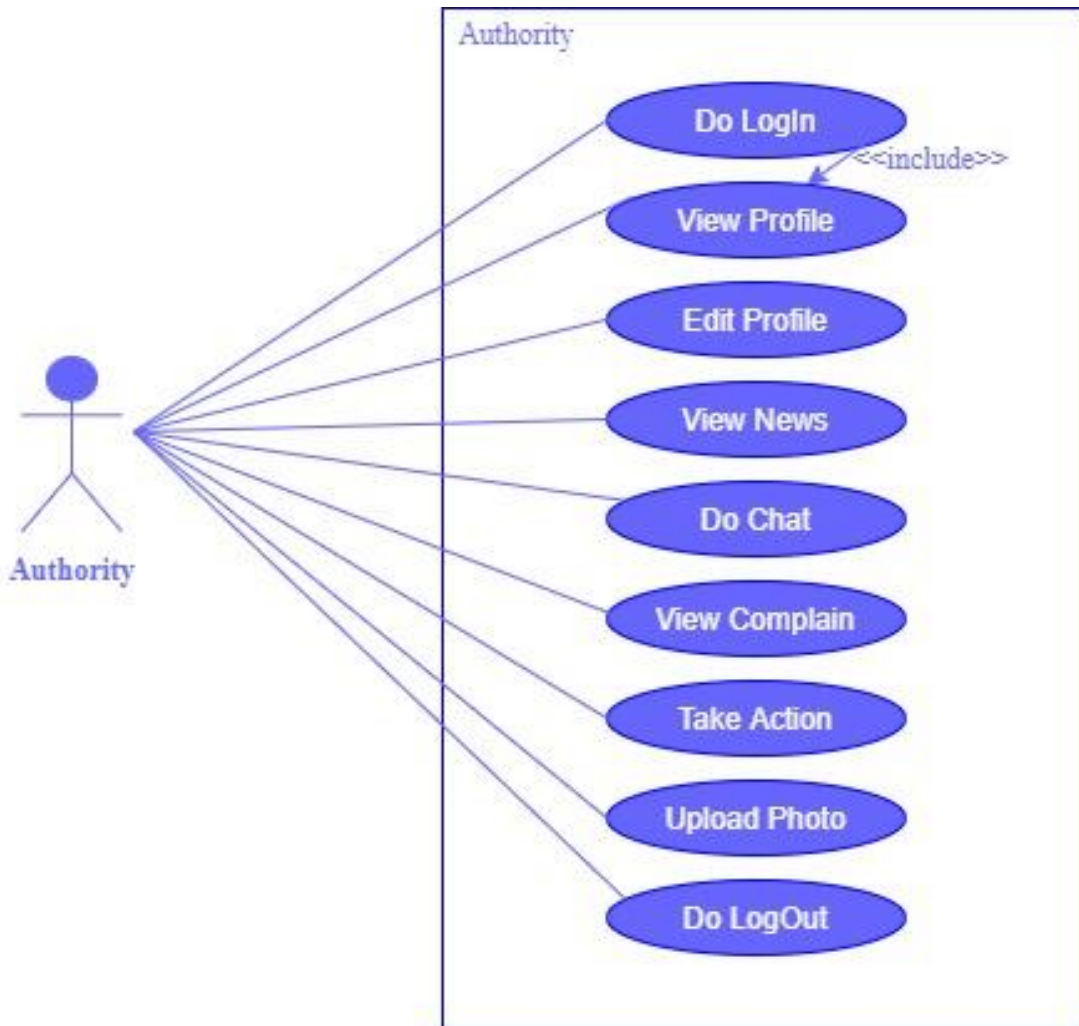


Figure : Use Case diagram for Authority

4.2 Use case for User

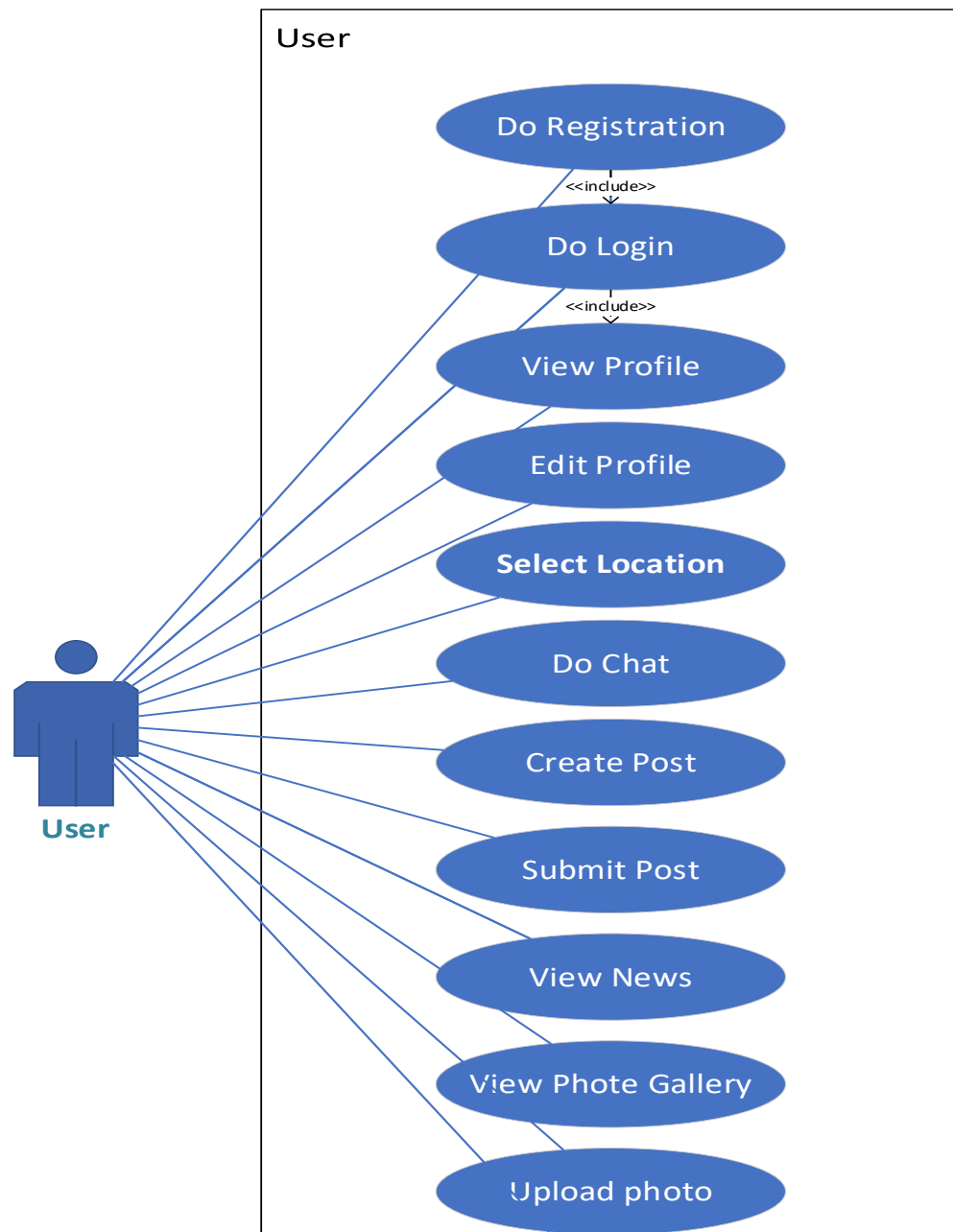


Figure: Use Case diagram for User

4.3 Use case for Admin

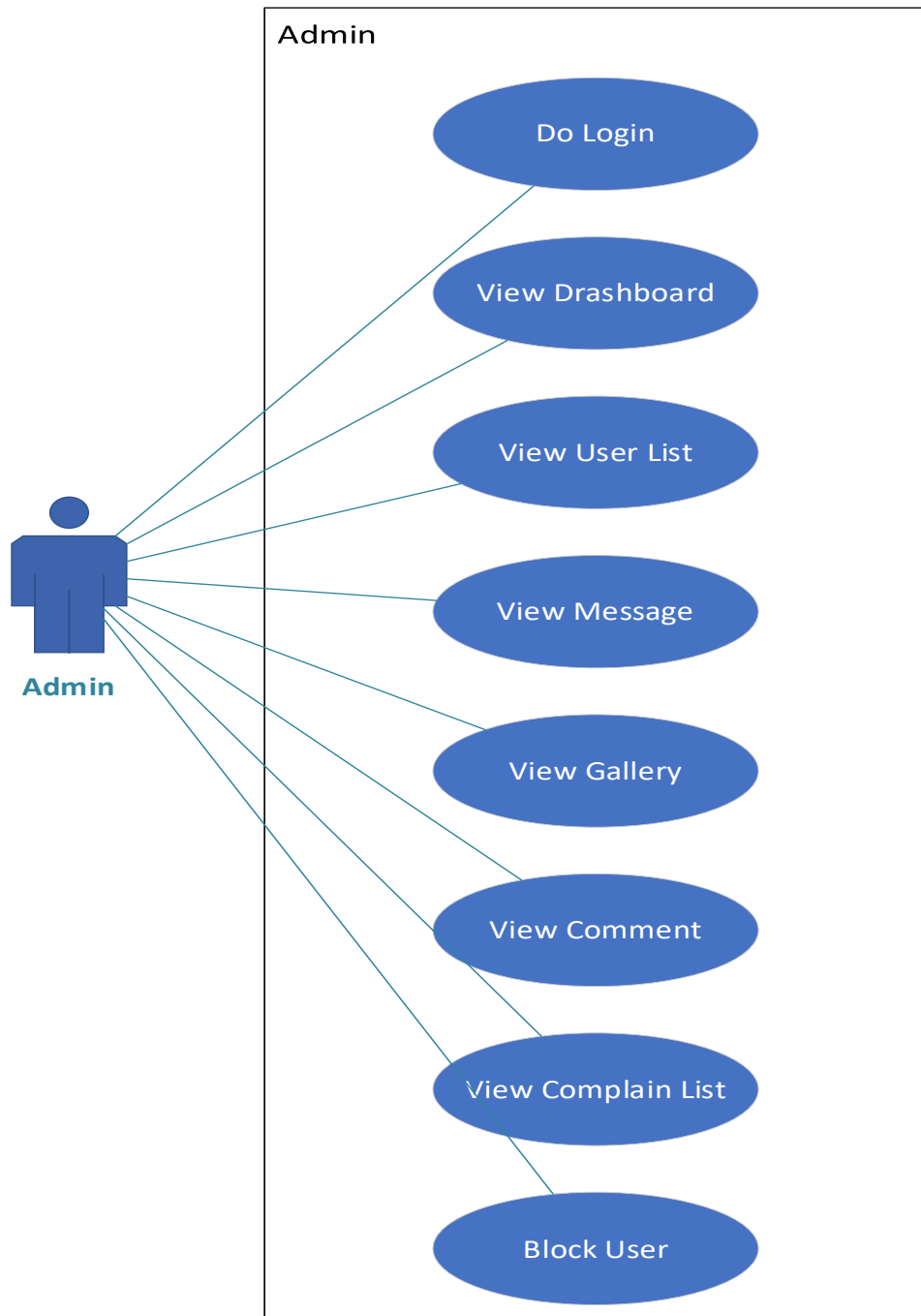


Figure: Use Case diagram for Admin

4.4 Use case description

4.4.01 Do Registration

Use case No:	4.4.01
Use case Name:	Do Registration
Actor	User, Authority, Admin
Pre- Condition	A valid username, email and password
Trigger	Do Registration
Description	User, Authority, Admin should enter valid username, email and password and information in the registration field
Flow of Events	<ul style="list-style-type: none">➤ Click on “Registration” button➤ Input valid username, email and password
Post Condition	User, Authority can able to view their profile

4.4.02 Do Log In

Use case No:	4.4.02
Use case Name:	Do Log In
Actor	User, Authority, Admin
Pre- Condition	A valid username, email and password
Trigger	Manage application
Description	Customer or Salon owner have to enter a valid email and password to enter to their system
Flow of Events	<ul style="list-style-type: none">➤ Click on “Log In” button➤ Input username, email, password➤ Click on login
Post Condition	User, Authority, Admin can see the dashboard page.

4.4.03 View Profile

Use case No:	4.4.03
Use case Name:	View Profile
Actor	User, Authority
Pre- Condition	User & Authority should logged in and visit the profile
Trigger	View Profile
Description	User, Authority have to log in this system, then they could view their profile.
Flow of Events	<ul style="list-style-type: none">➤ Click on “View Profile” button➤ They have to able view profile
Post Condition	User, Authority can able to view their profile

4.4.04 Edit Profile

Use case No:	4.4.04
Use case Name:	Edit Profile
Actor	User, Authority
Pre- Condition	User & Authority should logged in and edit the profile
Trigger	Edit Profile
Description	User, Authority have to log in this system, then they could edit their profile.
Flow of Events	<ul style="list-style-type: none">➤ Click on “Edit Profile” button➤ They have to able their profile edit
Post Condition	User, Authority can able to edit their profile

4.4.05 View News

Use case No:	4.4.05
Use case Name:	View News
Actor	User, Authority
Pre- Condition	User & Authority should logged in and view news
Trigger	View News
Description	User, Authority have to log in this system, then they could view news
Flow of Events	<ul style="list-style-type: none">➤ Click on “View News” button➤ They have to able to view news
Post Condition	User, Authority can able to View News

4.4.06 Do Chat

Use case No:	4.4.06
Use case Name:	Do Chat
Actor	User, Authority
Pre- Condition	User & Authority should logged in.
Trigger	Do Chat
Description	User, Authority have to log in this system, then they could do chat with one another
Flow of Events	<ul style="list-style-type: none">➤ Click on “Do Chat” button➤ They have to able message one another
Post Condition	User, Authority can able to Do Chat

4.4.07 View Complain

Use case No:	4.4.07
Use case Name:	View Complain
Actor	Authority, Admin
Pre- Condition	Authority & Admin should enter the system first
Trigger	View Complain
Description	Authority, Admin have to stay on home page, then they could see the complain list.
Flow of Events	<ul style="list-style-type: none">➤ Click on “view Complain” button➤ They have to able to see complain list
Post Condition	Authority, Admin can able to see complain

4.4.08 Upload Photo

Use case No:	4.4.08
Use case Name:	Upload Photo
Actor	Authority, User
Pre- Condition	Authority & User have to log in to the application
Trigger	Upload Photo
Description	Authority, user have to confirmed log in, then they could upload photo.
Flow of Events	<ul style="list-style-type: none">➤ Click on “Upload Photo” button➤ They select photo➤ Click on confirm button
Post Condition	Authority, User can able to done this

4.4.09 Select Location

Use case No:	4.4.09
Use case Name:	Select Location
Actor	User
Pre- Condition	First registration and log in have to be done
Trigger	Select Location
Description	User need to Select Location for compain
Flow of Events	➤ Click on “Logout” button
Post Condition	User can able to done .

4.4.10 Take Action

Use case No:	4.4.10
Use case Name:	Take Action
Actor	Authority
Pre- Condition	Authority must stay on complain list page
Trigger	Take Action
Description	Authority see the complain list
Flow of Events	➤ Click on “Take Action” button
Post Condition	Authority can able to done .

4.4.11 Logout

Use case No:	4.4.11
Use case Name:	Logout
Actor	User & Authority
Pre- Condition	First registration and log in have to be done
Trigger	Take Action
Description	To log out form the system user, authority have to register and log in to the system first.
Flow of Events	➤ Click on “Logout” button
Post Condition	User & Authority can able to done .

4.4.12 Create Post

Use case No:	4.4.12
Use case Name:	Create Post
Actor	User
Pre- Condition	User should enter to the system first
Trigger	Create Post
Description	To create post log in to the system first.
Flow of Events	➤ Click on “Create Post” button
Post Condition	User can able to done .

4.4.13 Submit Post

Use case No:	4.4.13
Use case Name:	Submit Post
Actor	User
Pre- Condition	User have to log in to the system first
Trigger	Submit Post
Description	To create post first then he could submit.
Flow of Events	➤ Click on “Submit Post” button
Post Condition	User can able to done .

4.4.14 View User List

Use case No:	4.4.14
Use case Name:	View User List
Actor	Admin
Pre- Condition	Have to log in to the application
Trigger	View User List
Description	Here admin can see all the user who registered.
Flow of Events	➤ Click on “View User List” button
Post Condition	Admin can able to done .

4.4.15 View Message

Use case No:	4.4.15
Use case Name:	View Message
Actor	Admin
Pre- Condition	Have to log in to the application
Trigger	View Message
Description	Here admin can see the user who messages.
Flow of Events	➤ Click on “View Message” button
Post Condition	Admin can able to done .

4.4.16 Block User

Use case No:	4.4.16
Use case Name:	Block User
Actor	Admin
Pre- Condition	Have to log in to the application
Trigger	Block User
Description	Here admin can block the users who break the environment.
Flow of Events	➤ Click on “Block User” button
Post Condition	Admin can able to done .

Chapter 5

Activity Diagram

5.1.01 Do Registration

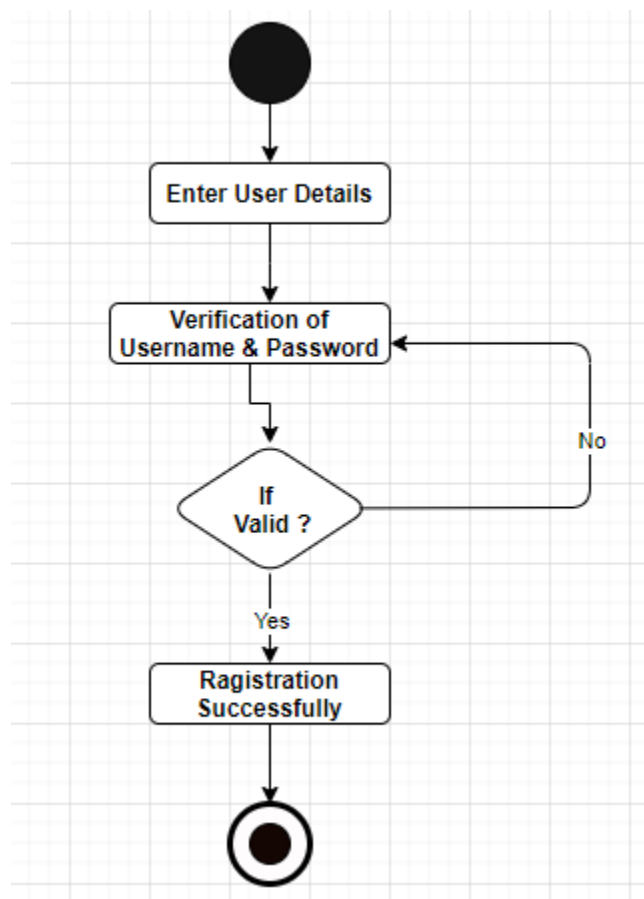


Fig: Registration

5.1.02 Do LogIn

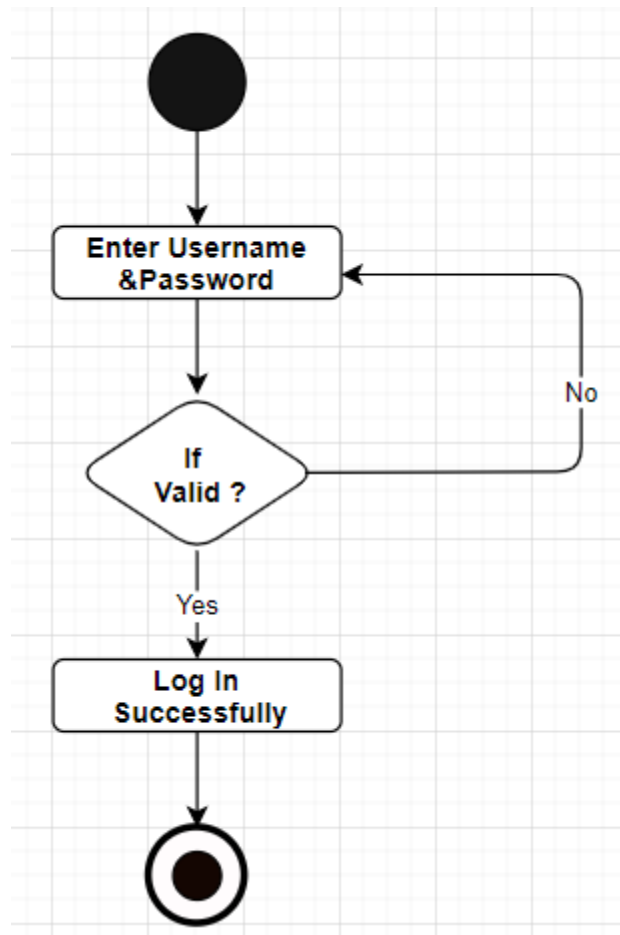


Fig: Log In

5.1.03 View Profile

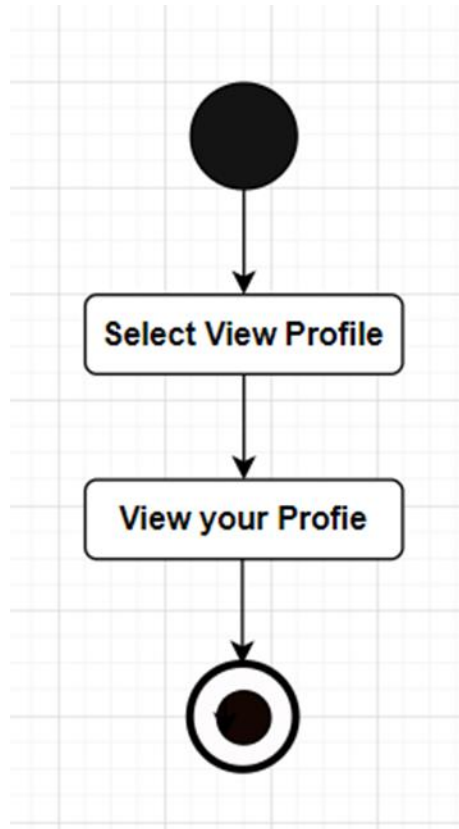


Fig: View Profile

5.1.04 Edit Profile

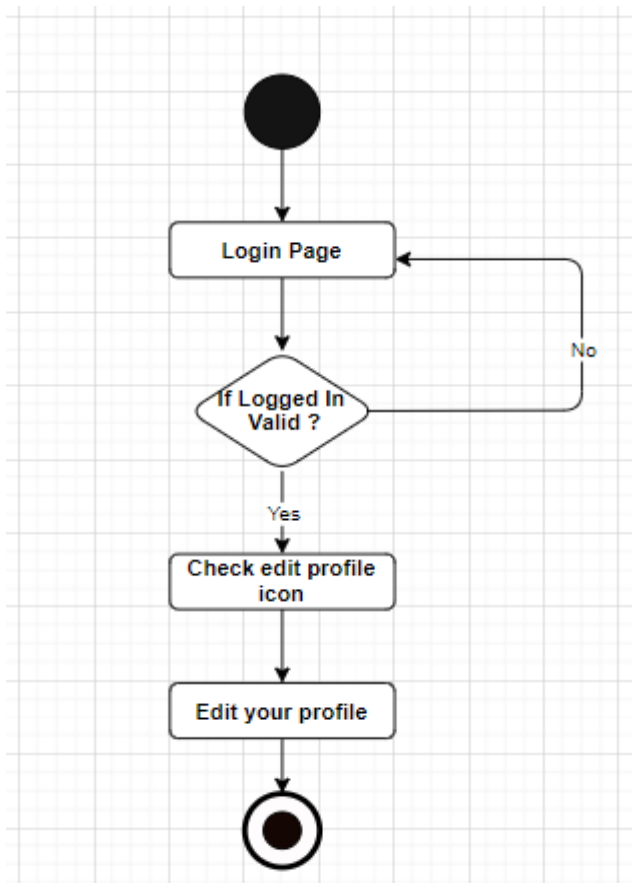


Fig: Edit Profile

5.1.05 View News

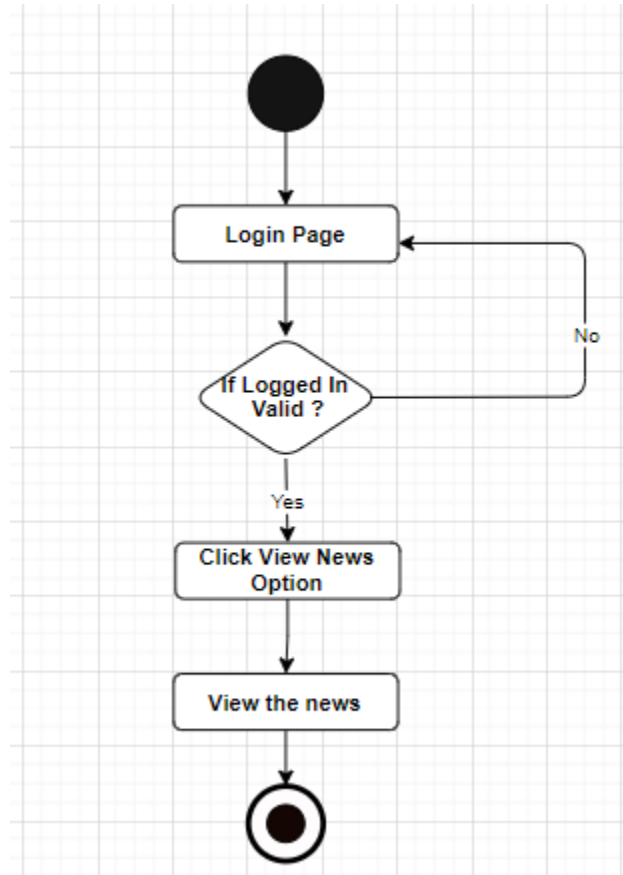


Fig: View News

5.1.06 Do Chat

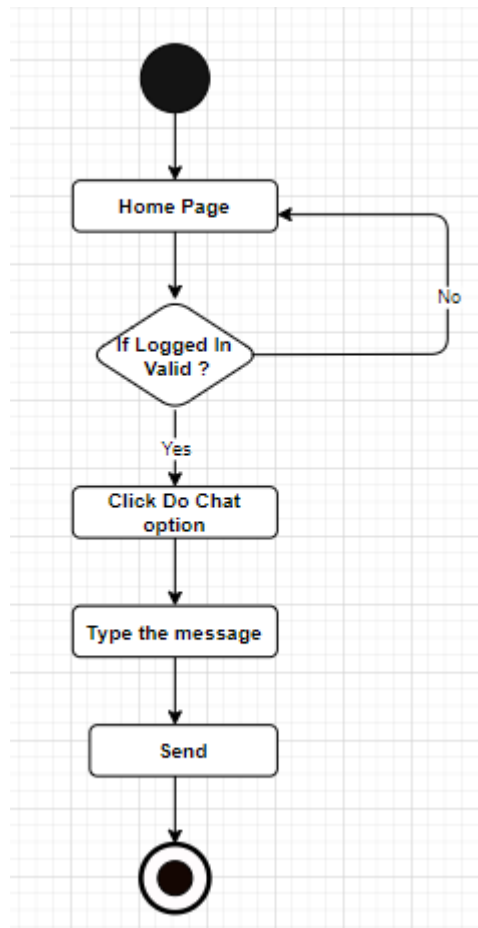


Fig: Do Chat

5.1.07 View Complain

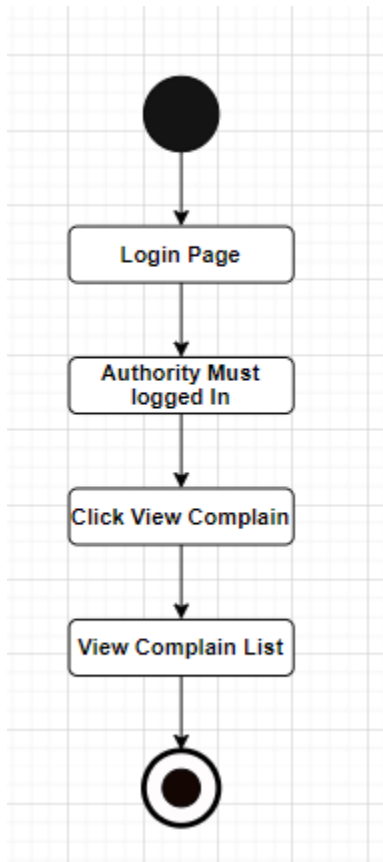


Fig: View Complain

5.1.08 Upload Photo

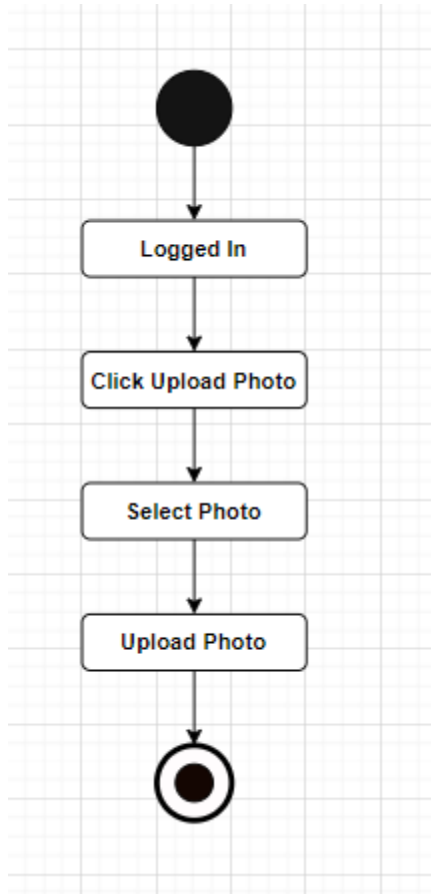


Fig: Upload photo

01.01.09 Select Location

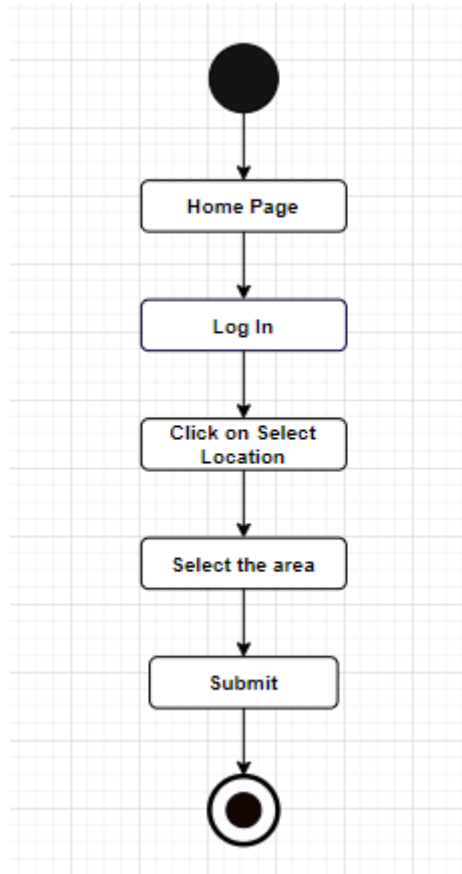


Fig: Select Location

5.1.10 Take Action

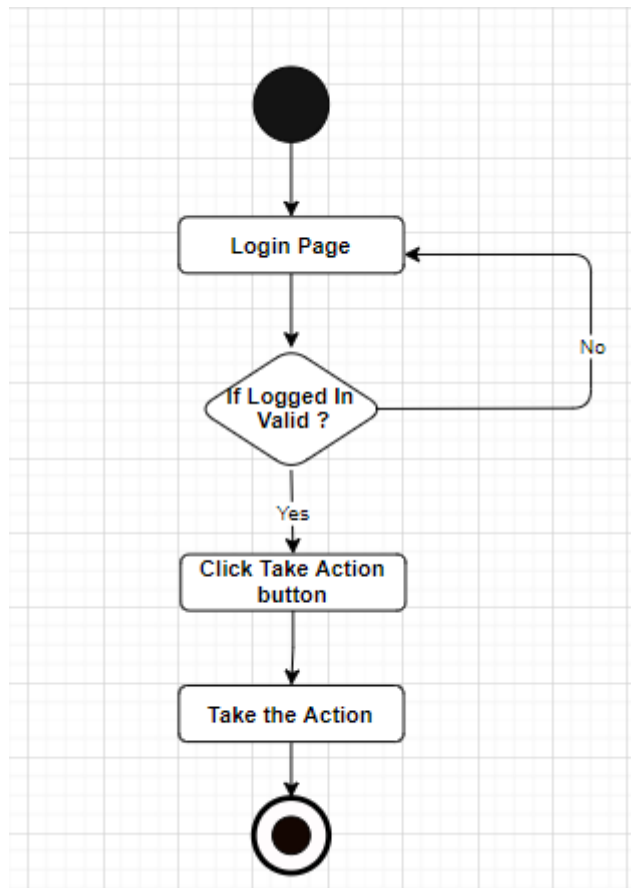


Fig: Take Action

5.1.11 Log Out

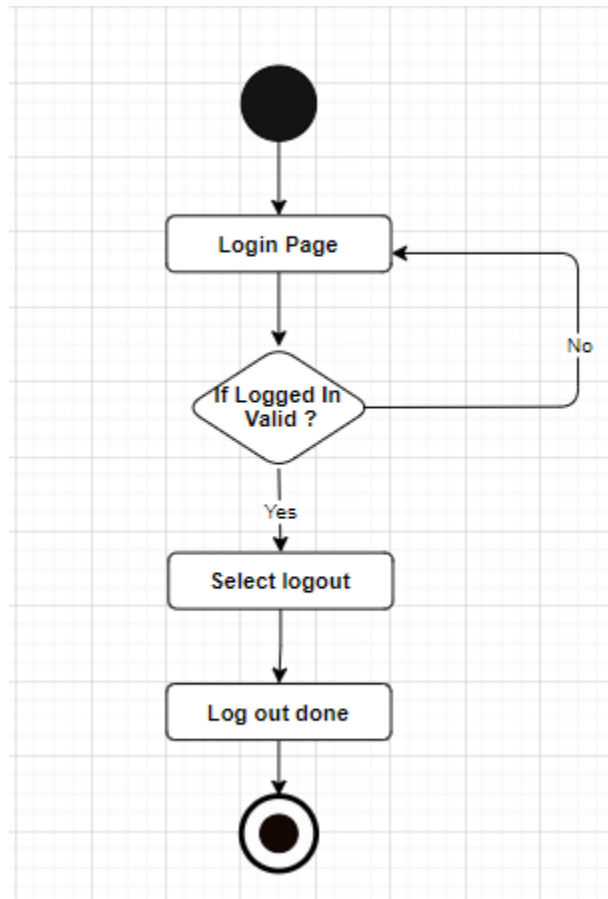


Fig: Log Out

5.1.12 Create Post

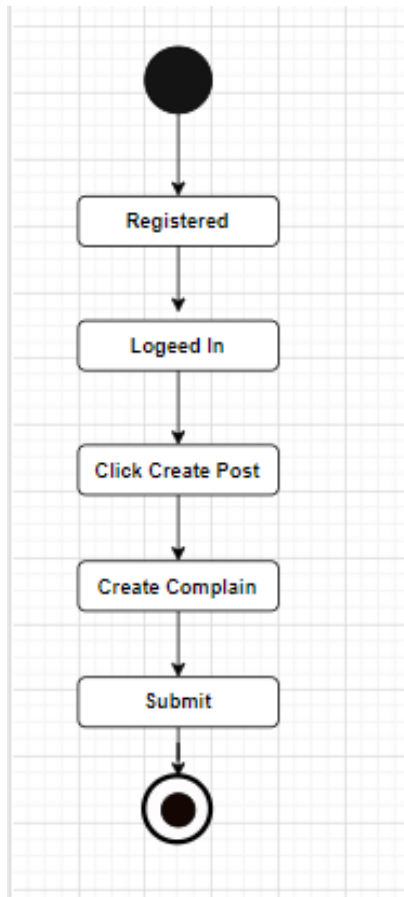


Fig: Create Post

05.1.13 Submit Post

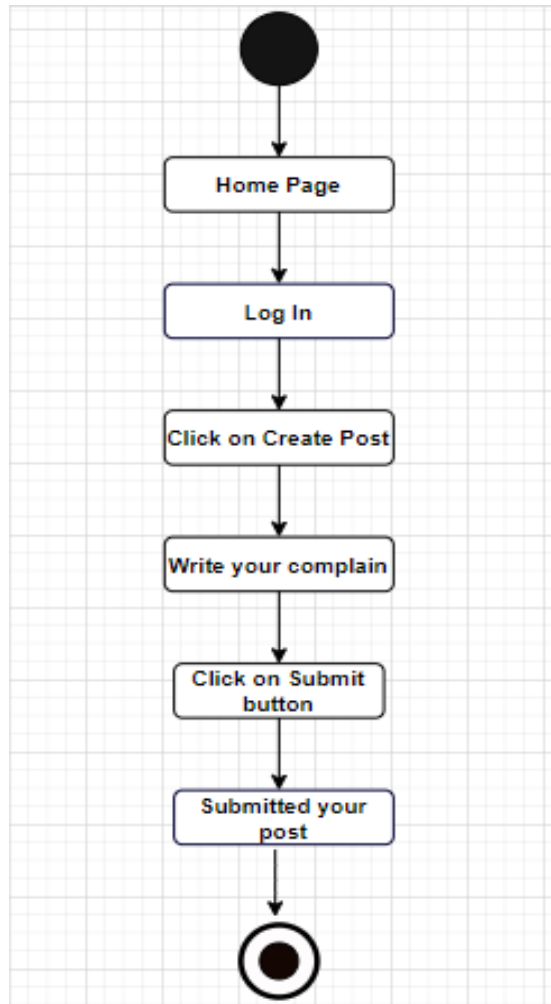


Fig: Submit Post

5.01.14 View User List

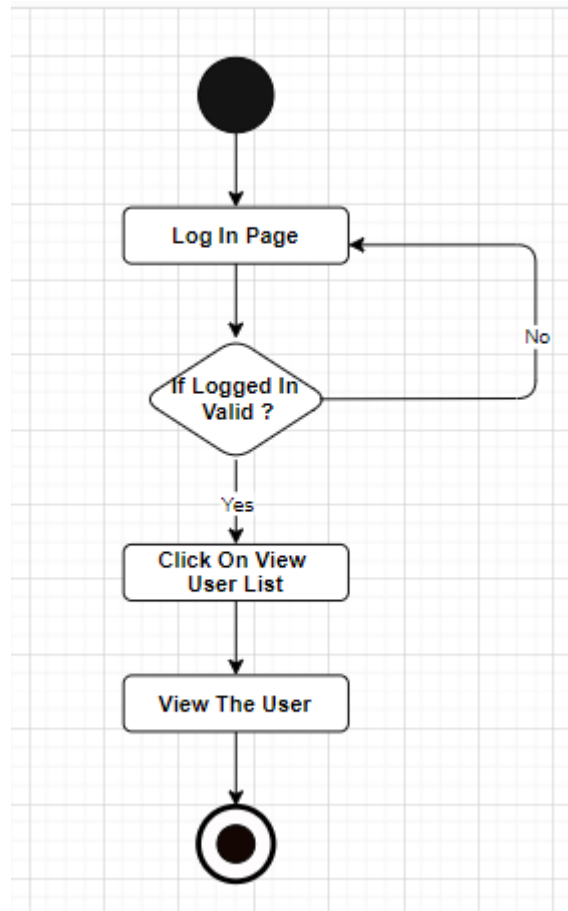


Fig: View User List

5.1.15 View Message

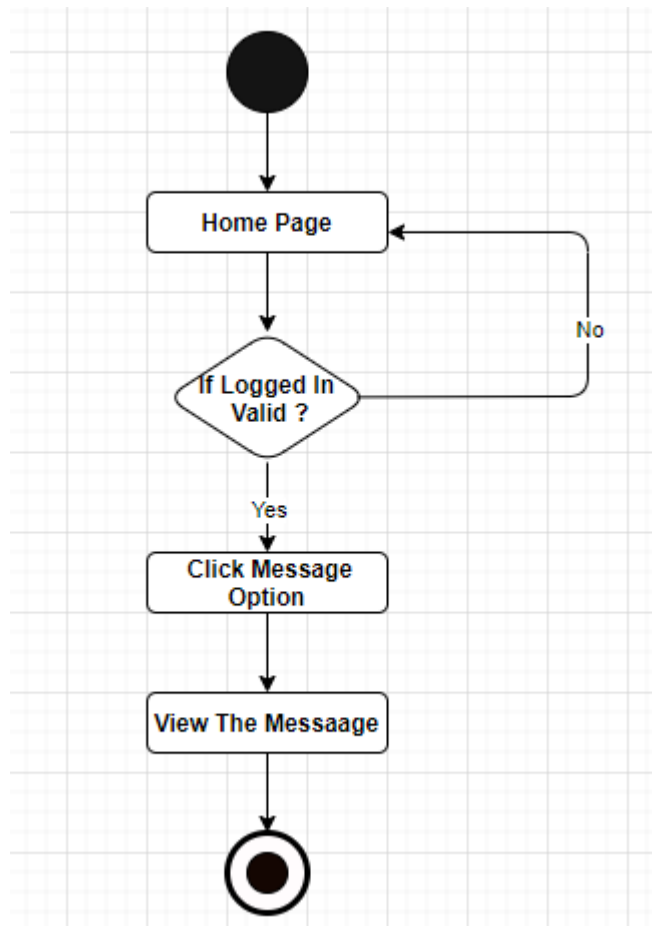


Fig: View message

5.1.16 Block User

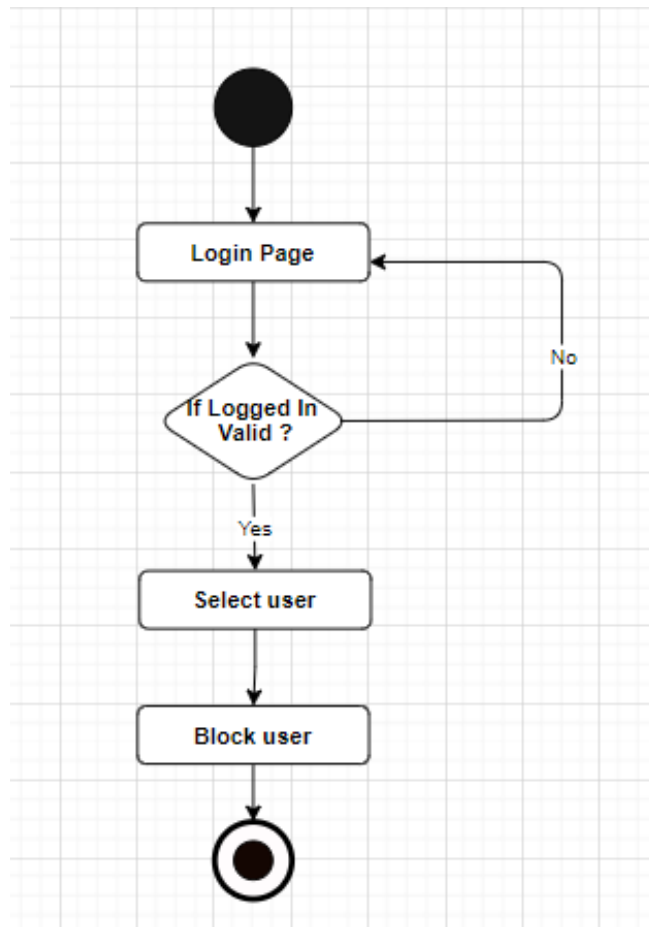
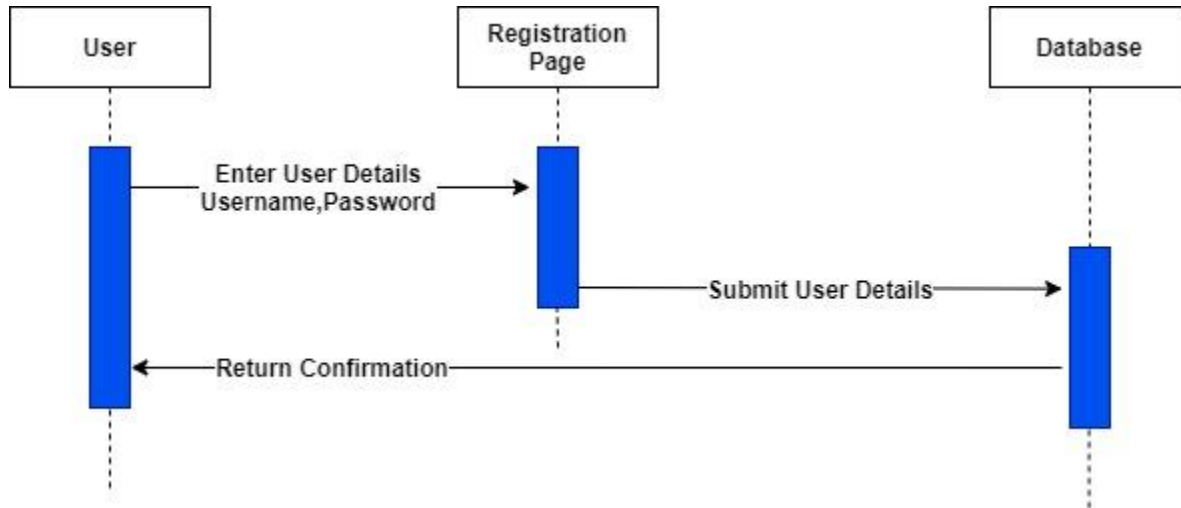


Fig: Block User

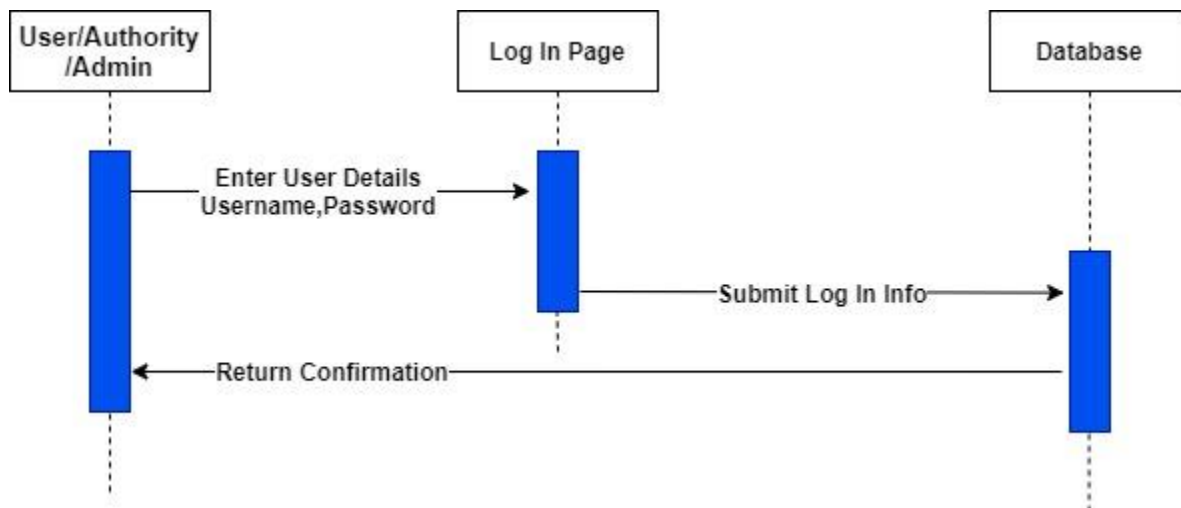
Chapter 6

Sequence Diagram

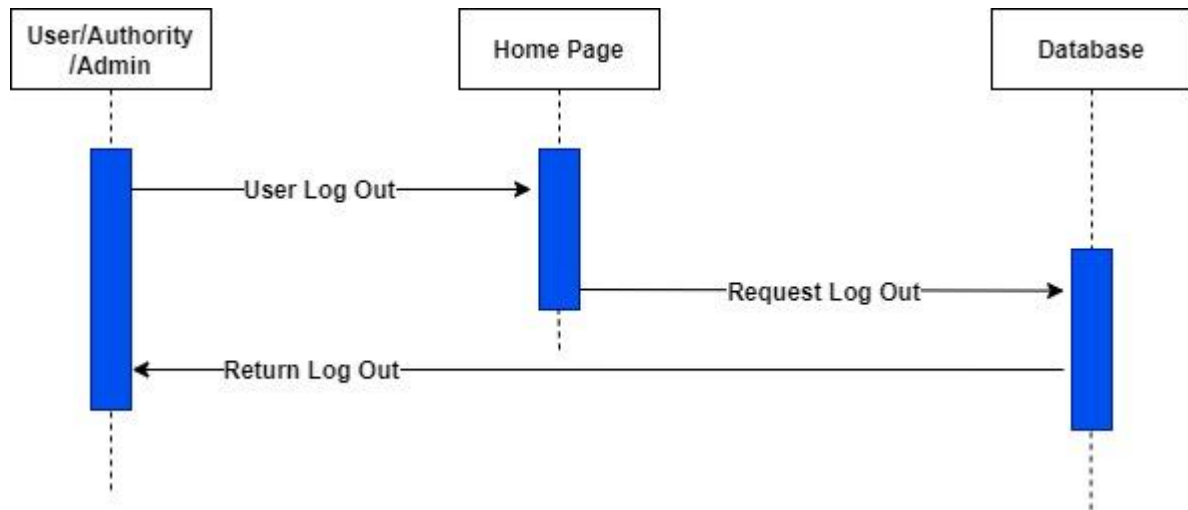
6.1.01 Registration



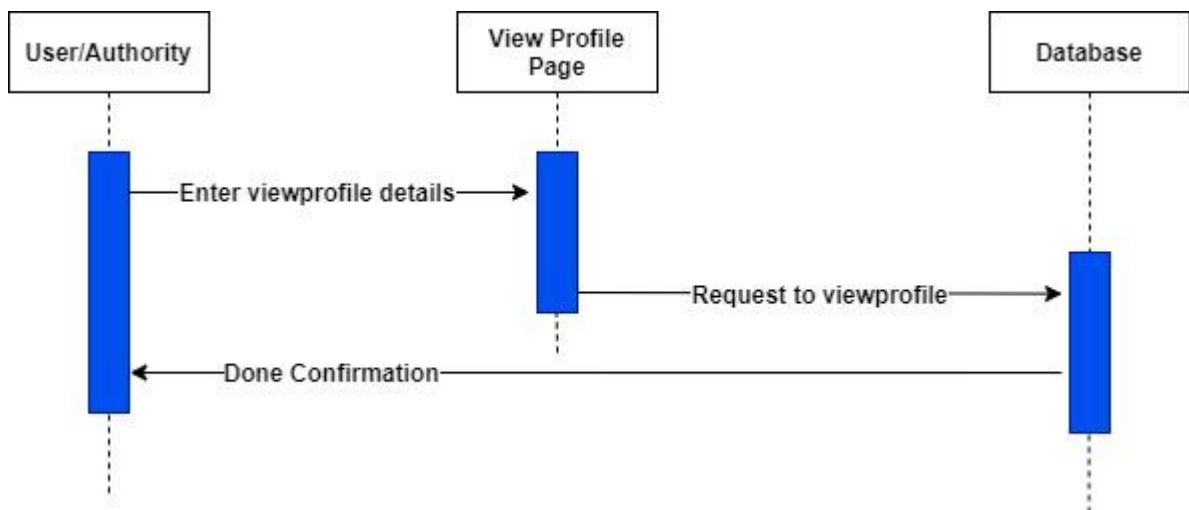
6.1.02 LogIn



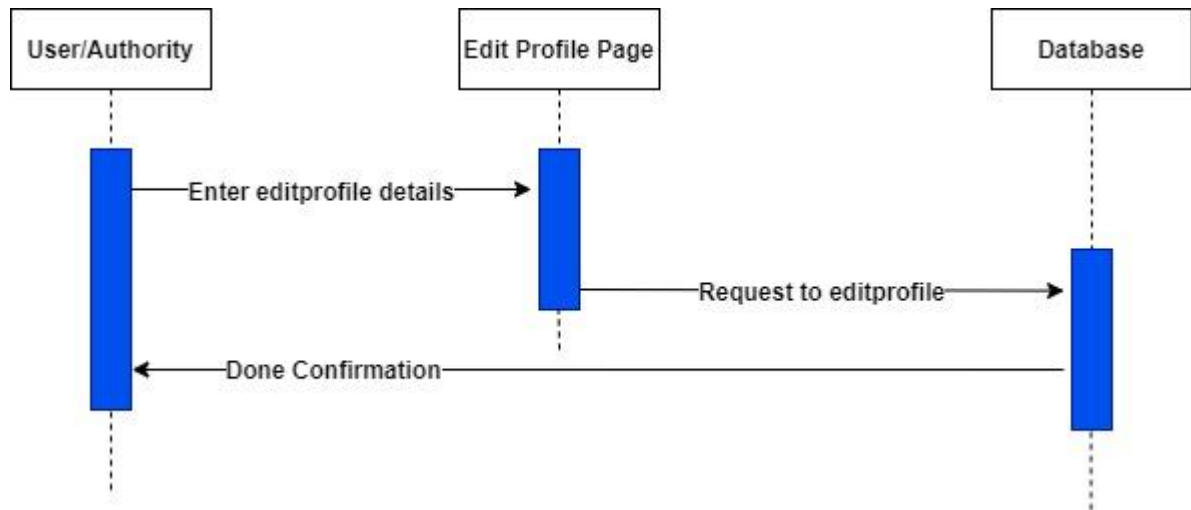
6.1.03 LogOut



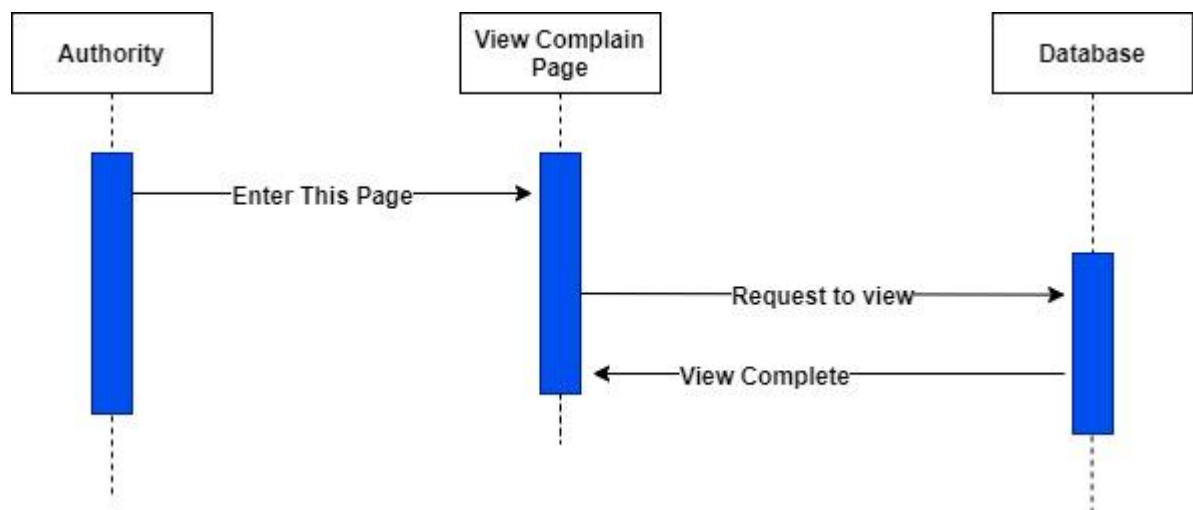
6.1.04 View Profile



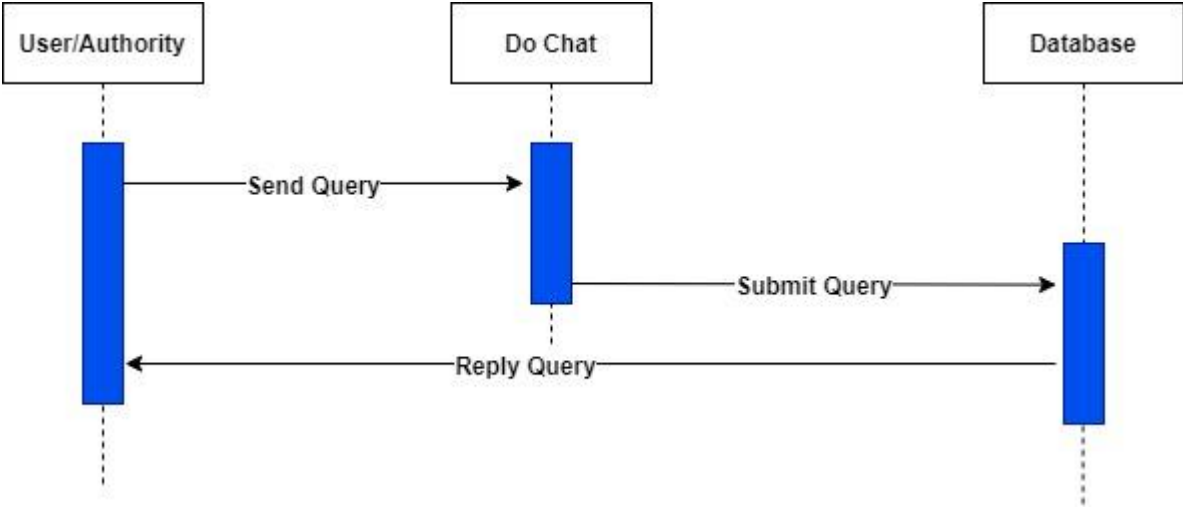
6.1.05 Edit Profile



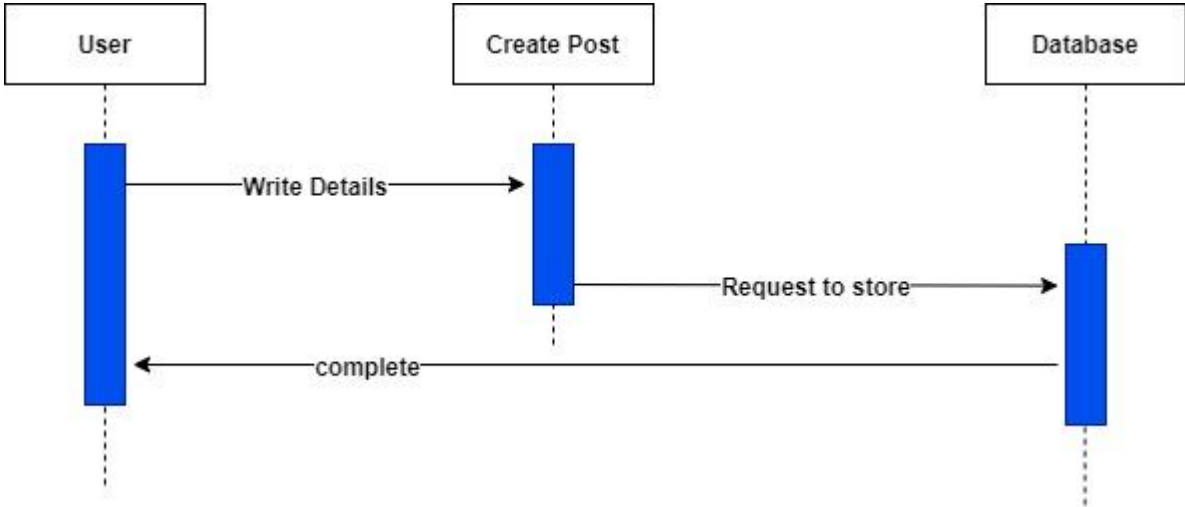
6.1.06 View Complain



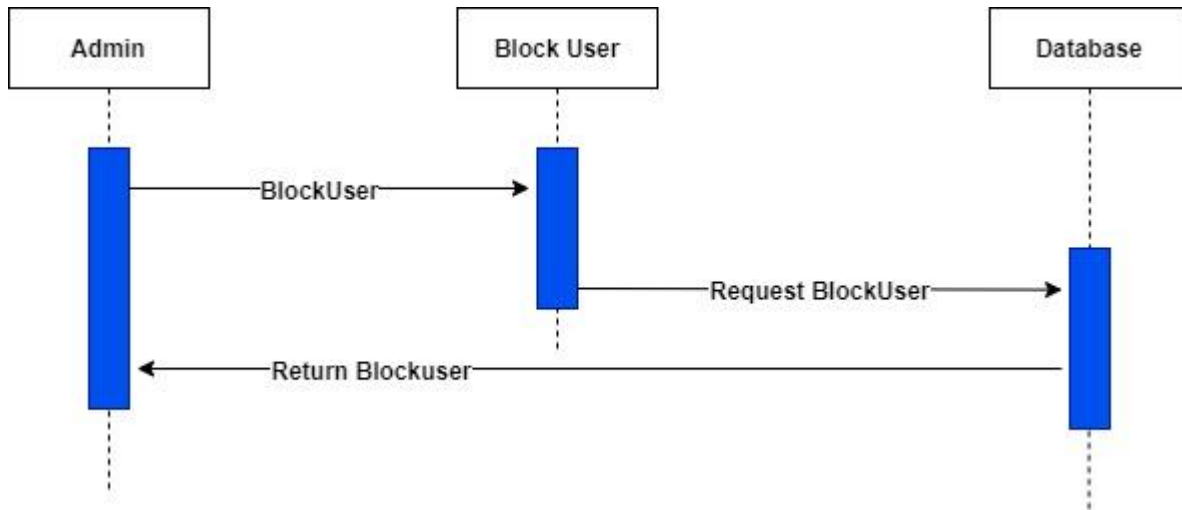
6.1.07 Do Chat



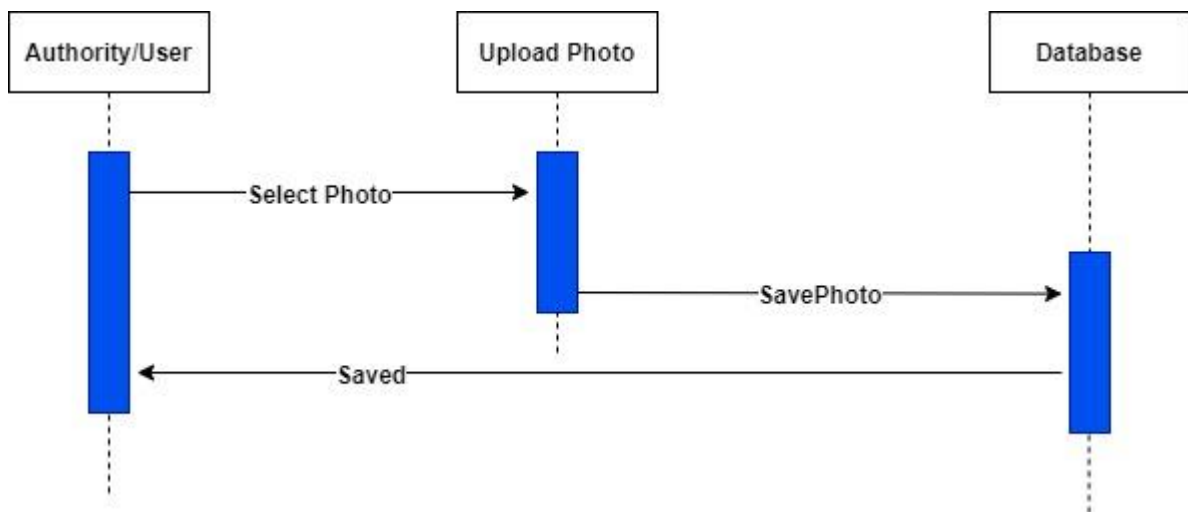
6.1.08 Create Post



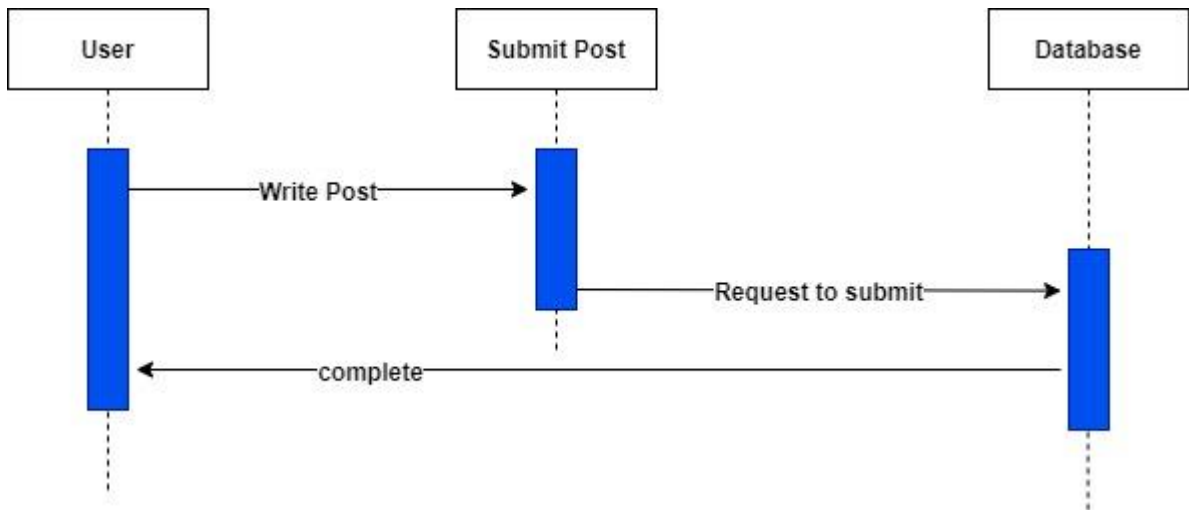
6.1.09 Block User



6.1.10 Upload Photo



6.1.11 Submit Post



Chapter 7

Class Diagram

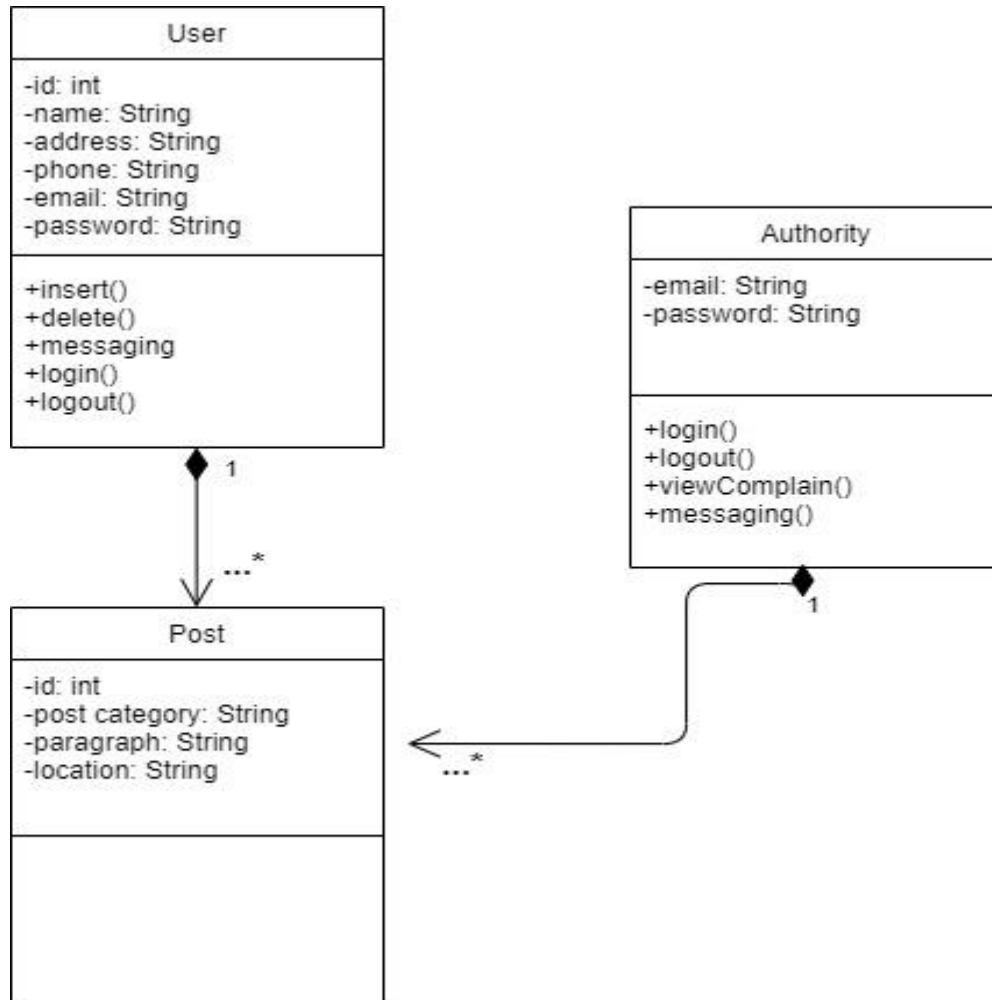


Fig: Class Diagram

Chapter 8

ER Diagram

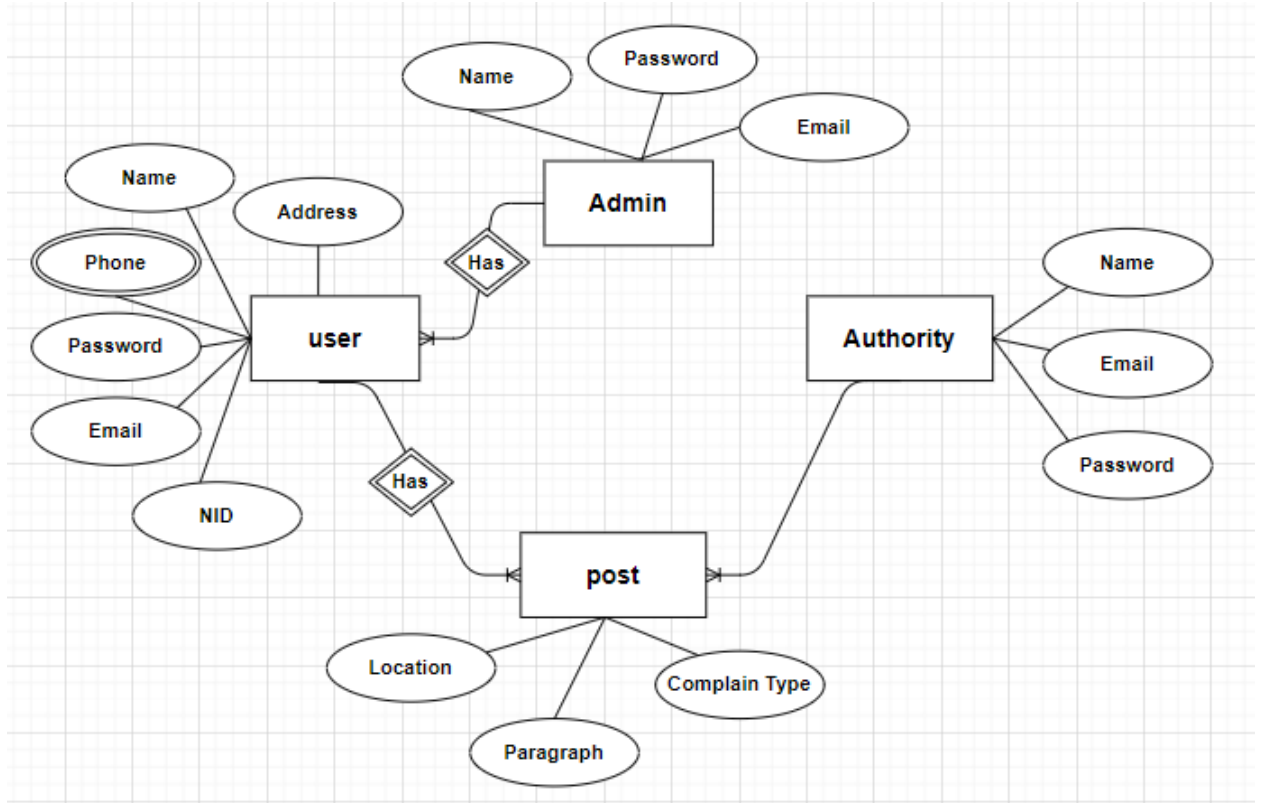


Fig: ER Diagram

CHAPTER 9

Testing

9.1 Introduction

Testing is method where we test our software is error free or not. If the testing is successfully going then the software is error free.

9.2 Testing Features

9.2.1 Features to be tested

- ✓ Registration
- ✓ Log In

9.2.2 Features not to be tested

Here we should always follow that, which feature we have no need to testing. Because this will give you unnecessary hassle.

9.3 Testing Strategies

9.3.1 Test Approach

- ✓ The every system will be tested manually.
- ✓ System testing based on User acceptance.
- ✓ System testing based on admin activities.

9.3.2 Pass/Fail Criteria

- ✓ Component Pass/Fail criteria – The testing process will pass the case meet the object design requirement either fail if not.
- ✓ Integration Pass/Fail criteria – The testing process will pass the case meets the object design architecture requirement either fail if not.

9.3.3 Testing Schedule

Test Phase	Time
Testing plan creation	5 days
Performance testing	1 week
Component testing	1 week
Integration testing	2 weeks
System testing	3 weeks
Testing user interface	1 week

9.4 Test case

9.4.1 Test case 01

Test Case #: 01	Test Case Name: Registration
Designed By: Avijit Saha(172-35-2196)	Test Design Date: 21.03.2021
Execute By: Avijit Saha	Execution Date: 21.04.2021
Test Priority: High	Description: This sequence fill the requirements of registering new users.

Step	Action	Expected outcome	Pass/Fail criteria	Actual outcome
1	When a user just fill one field and try to log in	Another fields are required	Pass	Display error
2	When a user uses abc.com types of email	The display will show the error	Pass	Fill up correctly
3	New user registration	Display message registration successful	Pass	Display message registration successfully
4	Enter existing credentials	Already exist	Pass	Already exist

9.4.2 Test case 02

Test Case #: 02	Test Case Name: LogIn
Designed By: Avijit Saha(172-35-2196)	Test Design Date: 21.03.2021
Execute By: Avijit Saha	Execution Date: 21.04.2021
Test Priority: High	Description: This sequence fill the requirements of login new users.

Step	Action	Expected outcome	Pass/Fail criteria	Actual outcome
1	When a user fill up wrong email & password	Incorrect username & password	Pass	Incorrect username & password
2	Enter correct credentials	Log in successfully	Pass	Log in successfully
3	After giving correct input	They will go their home page	Pass	They will go their home page
4	Enter without value	Fill up the field	Pass	Fill up the field

Chapter 10

Manual

10.1 Home Page

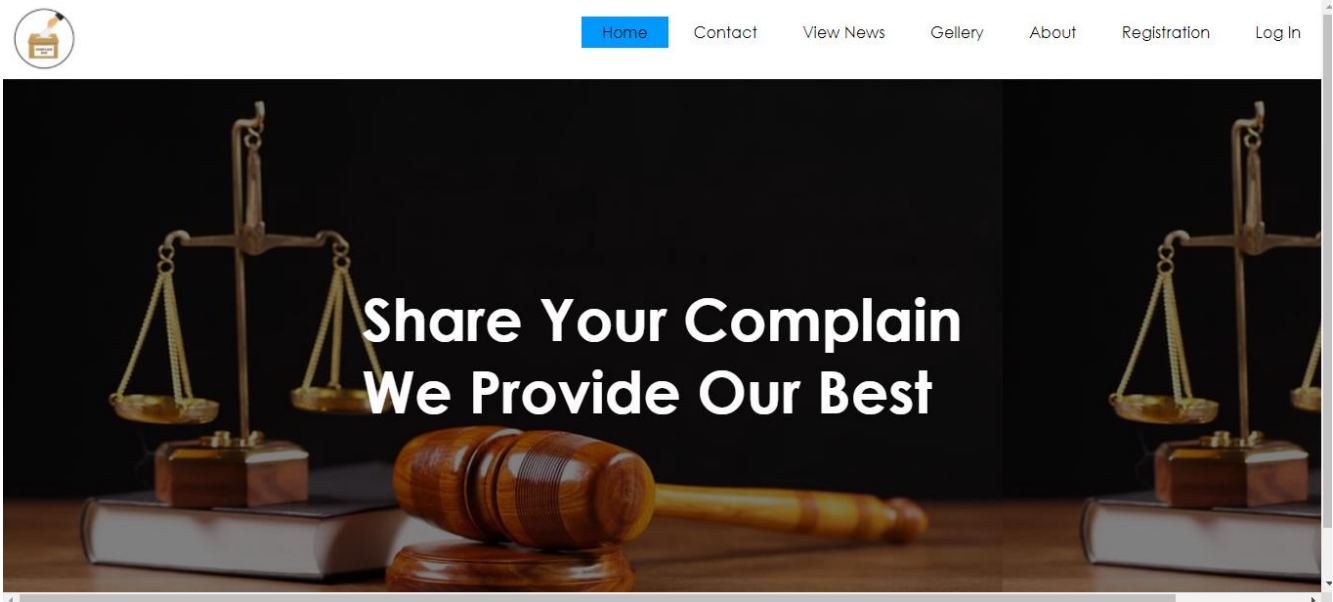


Fig: Home Page

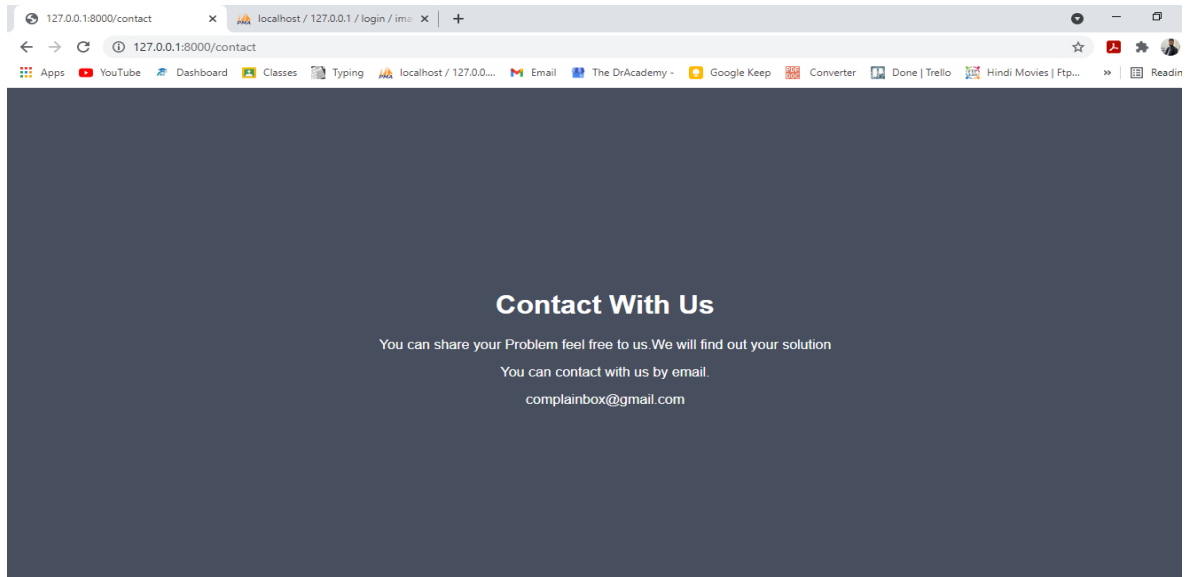


Fig: Contact us

10.2 Registration Page

Registration Form

Please fill in this form to create an account.

User Name
Enter Name

Email
Enter Email

Password
Enter Password

Repeat Password
Repeat Password


By creating an account you agree to our [Terms & Privacy](#).

Cancel Sign Up

Fig: Registration Page

10.3 Log In Page

LogIn Form



User Name
Enter Username

Password
Enter Password

LogIn

Remember me

Cancel [Forgot password?](#)

Fig: Log In Page

10.4 Admin Panel

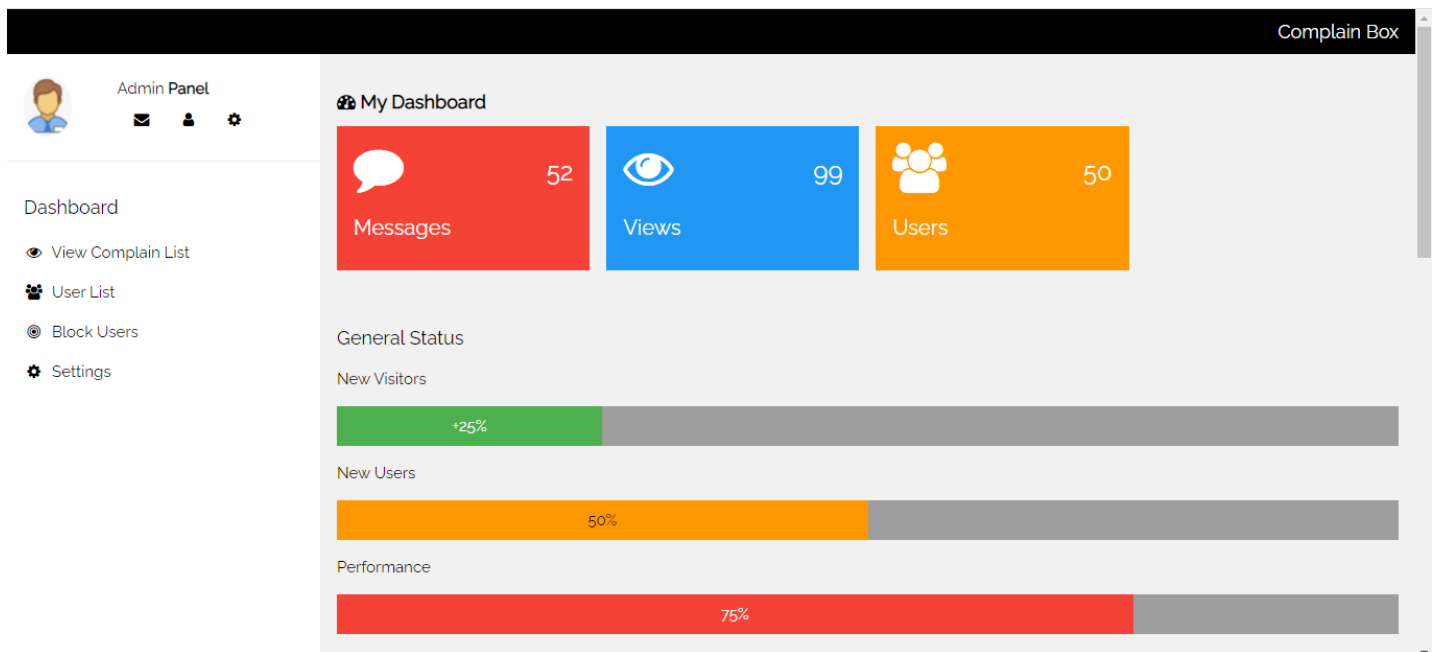


Fig: Admin Panel

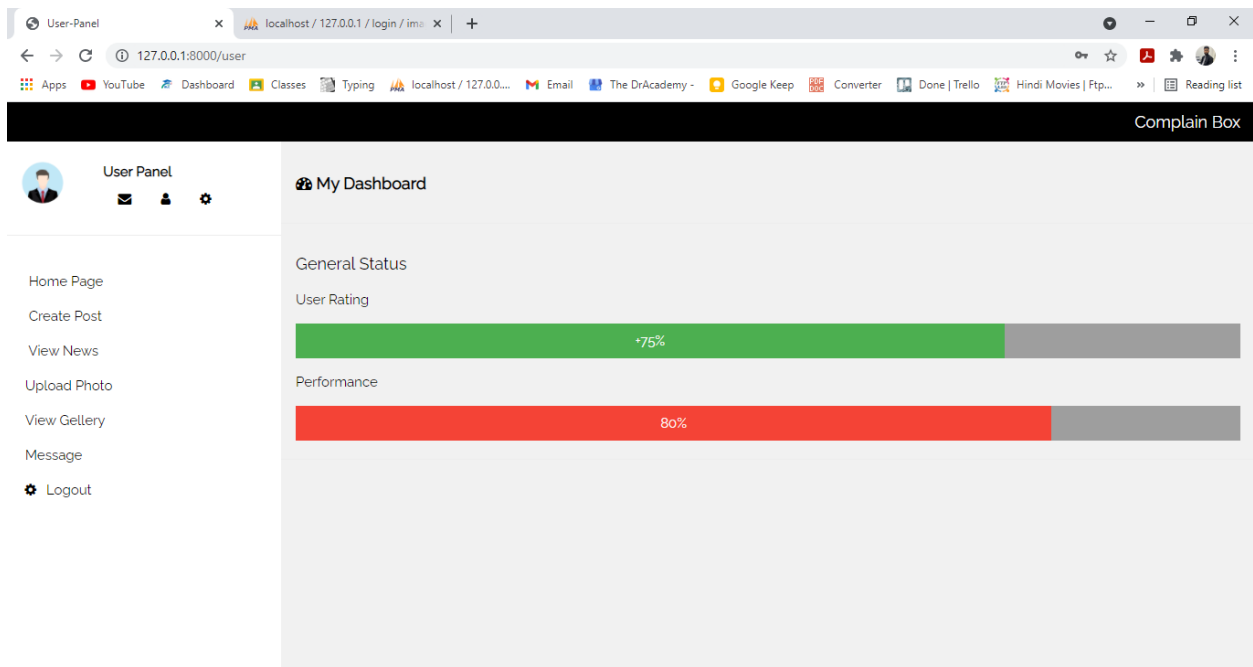


Fig: User Panel

← → ↻ 127.0.0.1:8000/complain ☆ 🔔 🧑

📱 Apps 📺 YouTube 📊 Dashboard 📅 Classes 📄 Typing 🌐 localhost / 127.0.0.0... 📧 Email 📖 The DrAcademy - 📌 Google Keep 🔄 Converter 📁 Done | Trello 🎬 Hindi Movies | Ftp... ⌵ Reading li

Create Your Complain

Name

Mobile Number

NID Number

District

Complain Type


Subject

Fig: Create Post

← → ↻ 127.0.0.1:8000/userprofile ☆ 🔔 🧑

📱 Apps 📺 YouTube 📊 Dashboard 📅 Classes 📄 Typing 🌐 localhost / 127.0.0.0... 📧 Email 📖 The DrAcademy - 📌 Google Keep 🔄 Converter 📁 Done | Trello 🎬 Hindi Movies | Ftp... ⌵ Reading list

Complain Box

 **User Panel**
✉️ 👤 ⚙️

- Home Page
- Create Post
- View News
- Upload Photo
- View Gallery
- Message
- ⚙️ Logout

My Dashboard

My Profile

Name : avijit
Email : avijit35-2196@diu.edu.bd
NID : 12345
Address : The DrAcademy, 25/2 Green Road (Level-3), Dhanmondi, Dhaka - 1205
Phone : 01772374919

Fig: User Profile

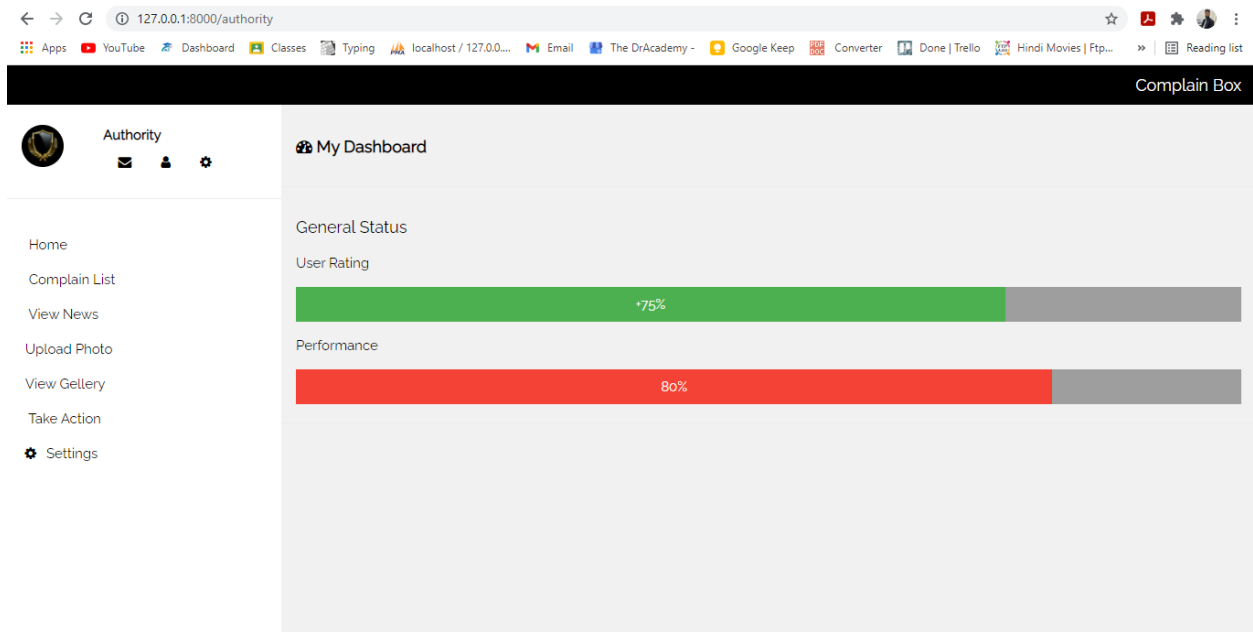


Fig: Authority

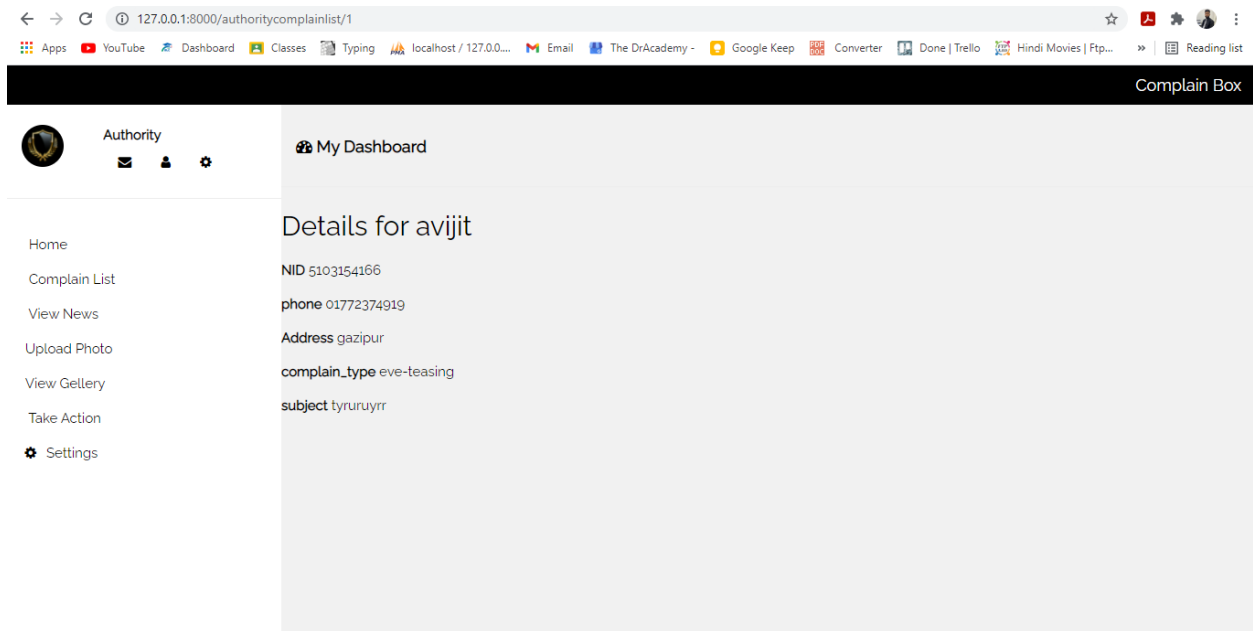


Fig: Authority Details

Chapter 11

Conclusion

11.1 Critical Expression

User should know the basic English language knowledge and basic application operation.

User and authority both should be their home page only than they can operate the system.

11.2 Limitation

It is very difficult to develop anything without any limitations. This project has some limitations. Limitations are -

- ✓ Not highly secure. But need to high secure
- ✓ System process slow according to network connection

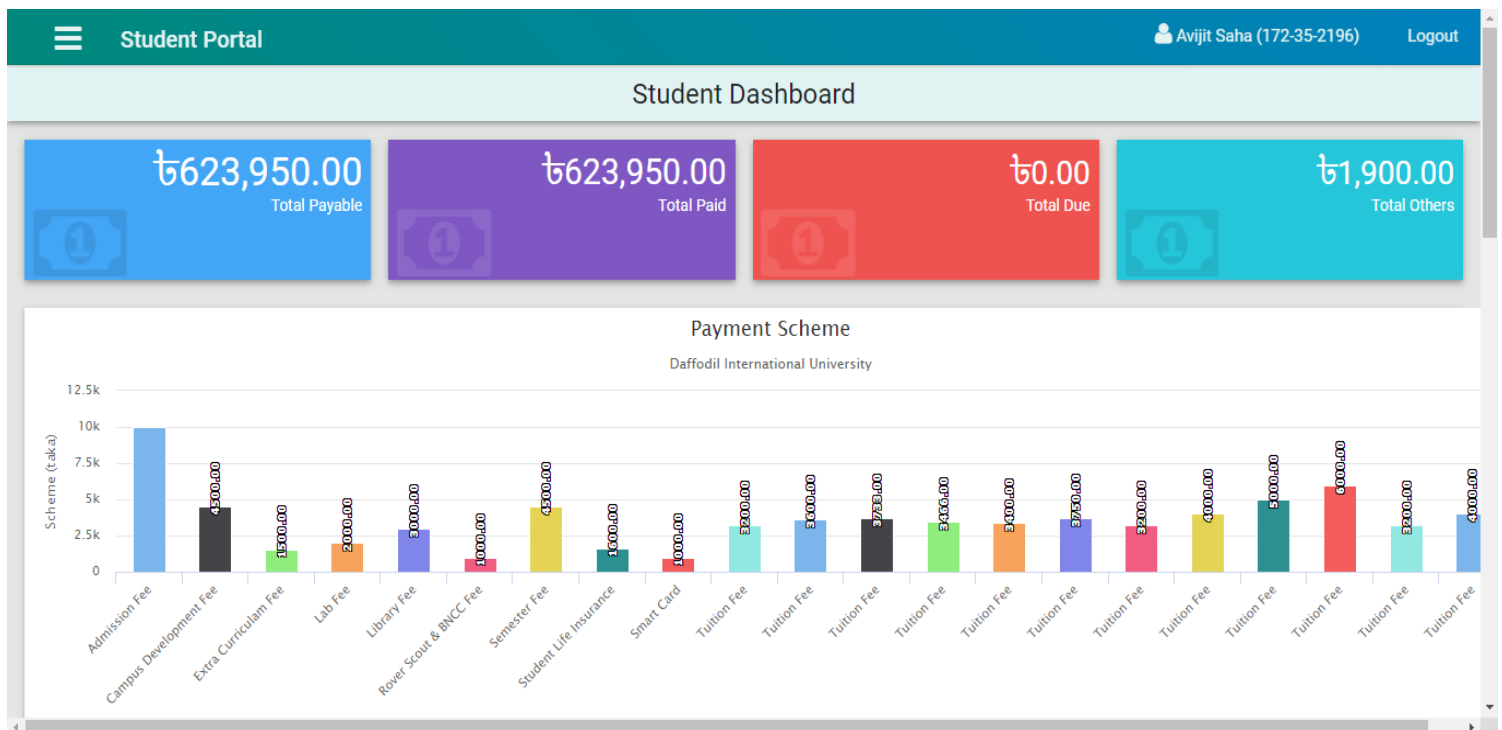
11.3 Final Synopsis

It has been a great pleasure to work on this project. This project help us to know about new environment. It will help people to solve their problems and they got justice.

References

1. <https://www.w3schools.com/>
2. https://www.w3schools.com/colors/colors_picker.asp
3. https://www.w3schools.com/w3css/w3css_templates.asp
4. <https://www.youtube.com/watch?v=mEdwMheMaSM&list=PLkyGuIcLcmx1grXVlpWda4MXJLdrq1GIg>

Clearance



Appendix-A Plagiarism Report

Turnitin Originality Report			
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< 1% match (student papers from 03-May-2011) Submitted to University of Westminster on 2011-05-03
< 1% match (Internet from 18-Jan-2020) http://dspace.daffodilvarsity.edu.bd:8080/bitstream/handle/123456789/3523/P13624%20%2817%25%29.pdf?isAllowed=y&sequence=1
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< 1% match (student papers from 23-Jul-2018) Submitted to Asia Pacific University College of Technology and Innovation (UCTI) on 2018-07-23

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