E-complaint Box

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ABSTRACT

The computer technology is increasing day by day, the importance of human and computer interaction is quickly increasing. Now a day's Peoples want to save their time and increasing the work productivity. For this purpose we are trying to create a application which will be work as a communication channel between Client and Server.

The application software of "E-Complaint Box" supports a great number of client entities with multiple division, department and sub-departments. All modules management reporting tools that helps to run our complaint Box efficiently. Our systems are expandable and easily customized. They can treat each client entity differently. We ensure that software enhancements are include with annul Application Software Maintenance. [1]

**Keyword : -** *E-complaint Box, Admin, User, Client*

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1. INTRODUCTION

In a business enterprise, a help desk is a place that a user of information technology can call to get help with a problem. Generally, a help desk is simply one person with a phone number and a more or less organized idea of how to handle the problems that come in or help desk may consist of a group of experts using software to help track the status of problems and other special software to help analyze problems. [1] User wants new possibility, relatively inexpensive and effectively standard user interface to help desks (as well as to call centers) and appears to be encouraging more automation in help desk service.

1.1 OVERVIEW

This project is basically provides a way of communication. Through this project we can track status of any problem or complaint and generate various reports such as department wise complaints etc. The front end used for this project is ASP.Net using C# developed. [2]

It is a front end tool used for developing web application. It provides better facilities for coding. It provides a user friendly environment as well as it provides good design, efficient data access, and platform independent and most suitable for web applications.

1.2 DESIGN
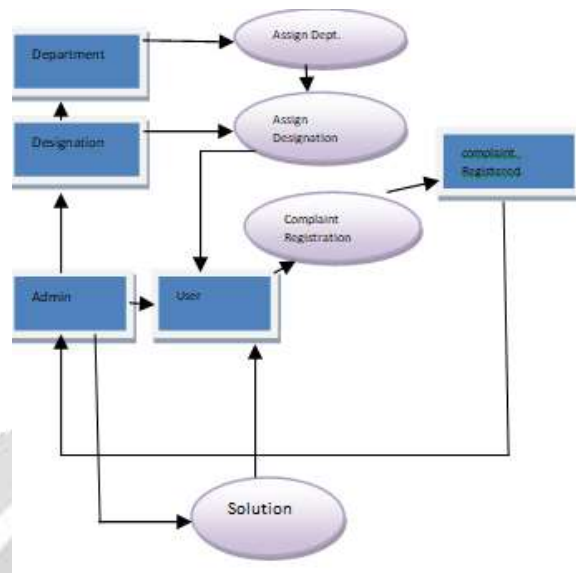
**Fig -1**: User and Admin flow

Admin-As discussed in the DFD Admin will be able to create Department, Designation, Assign department, and Assign designation to employees. [1]

User-Admin will create the user account and provide the credentials. After that user can lodge the complaints and send it to admin and get the feedback from admin if his/her complaint registered successfully. [1]
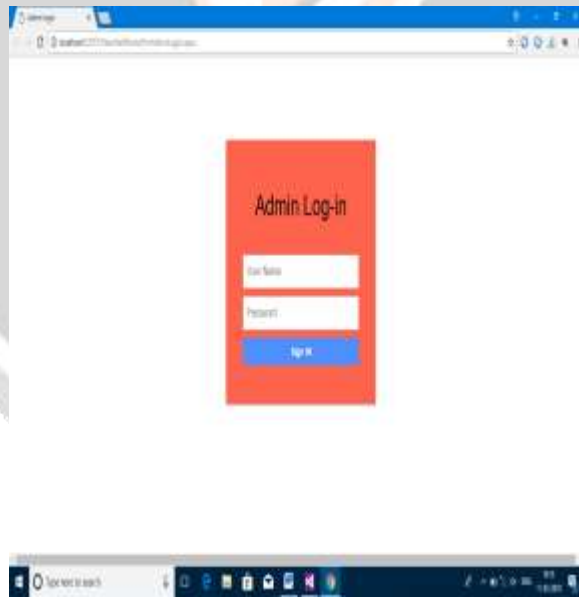
1.3 FLOWCHARTS
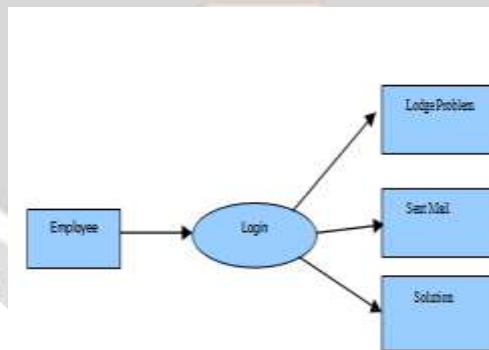
Fig -2: Employee data flow
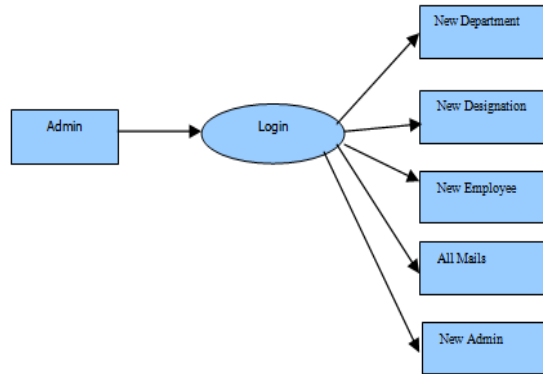
Fig -3: Admin data flow

2. LAYOUTS

Fig -4: Admin Login Form

Fig -5: **User Login Form**

3. FUTURE SCOPE

This application can be easily implemented under various situations. We can add new features as and when we require reusability is possible as and when require in this application. There is flexibility in all the modules. This project could be made much user friendly and more efficient by providing the facility of retrieving the whole information related to the users Problems by just clicking upon that all mail sent functionality in admin.

This software is extendable in ways that its original developers may not expect. The following principles enhance extensibility like hide data structure, avoid traversing multiple links or methods, avoid case statements on object type and distinguish public and private operations.

Its cost is under the budget and make within given time period. It is desirable to aim for a system with a minimum cost subject to the condition that it must satisfy the entire requirement. Scope of this document is to put down the requirements, clearly identifying the information needed by the user, the source of the information and outputs expected from the system.

4. CONCLUSIONS

The proposed system is giving a simple way of communication between user and admin. It saves the time and provides the security so it will be a good communication channel. In any organization complaints of various departments can be handled online. This project is basically provides a way of communication. Through this project we can track status of any problem or complaint and generate various reports such as department wise complaints etc.

5. REFERENCES

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