

Final Year Project Report

Project Name

Online complaint management system



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DEDICATION

We would like to dedicate this project to our family, friends and especially to our teachers, whose encouragement and support helps us to complete this task. Were unable to do this task but hard work of our respectable teachers helps us to complete this project.

Final Approval

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Acknowledgment

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Project Title

Online Complaint Management System

Objective

The main objective of this project is to provide systems which handle all complains of company customers online instead of manually. This system will very fast and less costly.

Undertaken by**Supervised by**

Ma'm Tayyaba Anjum

Starting Date

02/09/2015

Completion Date

02/04/2016

Tools Used

Online Complaint Management System (OCMS) is one of very modern productivity enhancement tools used widely by all organizations wherever there is a need of booking of complaints via operators and analysis of complaints which are made.

- PHP 5.3.5
- Apache Web server 2.2.17
- My-SQL
- Xampp
- Java Script
- Hyper Text Markup Language (HTML)
- Cascading Style Sheet (CSS)
- Adobe Dreamweaver CS5
- Adobe Photoshop CS5

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1. INTRODUCTION:

1.1 Project Overview:

This management system is a web based project which is developed in PHP. It is used to manage the customer's complains online. In this OCMS user can login himself and also can create complains and user can also view complain details and can check out the status of his/her complains. In this system there are totally three modules, one admin module and one for engineer and third module for customers.

1.2 Problem Statement:

Because to handle complains manually is very difficult and time consuming process. So according to this situation we are trying an online system which is less time consuming and easy to use and also very efficient and secure. This system has three modules. Where customers can create complains and admin have to assign those complains to the engineers. And after solving those complains engineers notify that with their current status that whether they resolve the issue or not. In this way they all remain up to date with the system.