

Electrical and Network Issue Monitoring System

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ABSTRACT

Nowadays internet and the things that it connects us with worlds is everyday occurrence in person's life. There is not a person who doesn't know what internet is and not using it. In every aspect of life either it is personal or professional we use internet. It makes life easier. And to overcome unsatisfactory and unacceptable things or services by any organization we can use online complaint management system. "network and electrical issue monitoring system" is web application developed for managing various complaints in the organization. Objective of our system is to make complaints easier to coordinate, monitor, track and resolve, and to provide organization with effective tool to keep records of complaint data, to use data for identifying problem areas and to improve service.

Keywords:- E-CRM

I. INTRODUCTION

A Complaint management system is tool which is used to increase the performance of the organization. This system helps to locate the problem areas in the organizations. It provides fewer efforts in manual work. This is effective tool to resolve complaints in specific time constraint. Complaint Management System is useful for complaint tracking. This system works using internet. This system works in three modules where user can post their complaint along with uploading the photo and it is resolved by the responsible authority. Users can see the status of the previous complaints and according to the quality of the service user gives feedback to the system. If user forgot the password then user can recover the password through email. Where that authority is not capable to solve complaint in specific time constraint then he/she gives the reason to the administrator why the complaint is not resolved. Then according to the condition action can be taken. Administration takes action towards complaint. Where administrator have rights to see all complaints from various areas and also see feedbacks given by users for specific complaint. Administrator monitoring the system and takes appropriate action to improve the quality of the service.

II. LITERATURE REVIEW

Julia Meik, Christiaan Brock and Markus Blut [1]"Complaining Customers as Innovation Contributors". This process an under researched field of customer integration into service innovation processes by combining knowledge from two substantive research areas- customer complaint management and service innovation management.

Yooncheong Cho, Roxanne Hilz, Jerry Fjermestad [2] "An Analysis of Online Customer Complaints: Implications for Web Complaint Management", it includes handling customer dissatisfaction accompanies web customer complaint management and e-CRM. It provides excellent online customer services and responds to customer complaints fast.

Jin-Lan Liu, Jiankang, Yin Bai, Xin Zhang [4] "The Study of Customer Complaints Management Based on System Dynamics: Modelling and Simulation", based on the relationships among customer satisfaction repeated purchases customer loyalty complaint voicing rate and complaint dealing ability

III. EXISTING SYSTEM

In current system, complaints can be written in complaints book and it was time consuming process. Sometime there should be problem that responsible people didn't resolve the complaints on time and higher authorities don't have idea about it. So the proposed system overcomes the existing system by providing easy way to register complaint and track, monitor complaint. It also reduce processing time, improve user service and organization standard.

Existing system having following drawbacks:

- I. To maintain complaint book
- J. More manual efforts
- K. Requires more time for process
- L. Every time went to complaint registration office

This current system is very helpful in resolving dissatisfaction of person by handling complaint in timely and cost efficient way. It gives the information that will be helpful in improving services by organization. Therefore it preserve user right and raise concerns about their dealings with organization.

IV. PROPOSED SYSTEM

The proposed solutions for the existing system are as follows:-

User Friendly: This web application is user friendly so user can easily use this system.

Complaint tracking functionality: User can track status of the system and the admin can easily identify the problematic area in the organization.

Easy to maintain: This web application is useful to maintain and handle complaints easily.

Reduce the time: Within specific time constraint and cost-effective way it resolves problems of users.

4.1 Project Design

- C. This web application which contains two modules one is user and another is administrator/ authority side.
- D. It means there will be client-server relationship in this application. Users who post their complaint and administrator take review of that complaint and take action regarding the complaint.
- E. Users are many who use this system so every user has unique identity which is user email ID.

- All complaints posted by the user having the unique complaint ID so the user can easily track the complaint status.

User side:

User will open that application first screen contains information about organization then login form three options says who you are user, admin or authority person she/he will choose user. And then user can login.

If user is new then user registers their self. In the registration form parameters like email ID which is unique entity and other personal information like name, password, gender, phone number, address, etc are provided.

If user forgot his password then the user can reset his password by using forgot password form.

After that user post their complaints. After registering complaint user know his complaint unique ID.

Then using that complaint user can check status of the complaint.

A Admin/Authority side:

- 1) Admin or authority will open the application and choose as authority/ admin. And then login with username and password.
- 2) If authority is new for the system then he/ she can register their self in the system.
- 3) After login into the system admin can see the all complaints regarding various areas. If there is any

problem regarding solving complaint admin can take action based on the condition.

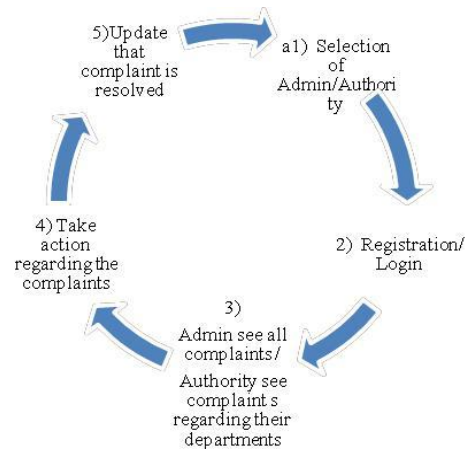


Figure 1: Flow of Admin/Authority

V. IMPLEMENTATION

This is the main index page of our web application. From this page user can log into web application. This page also provides link to the authority login page, admin login page, forgot page for user, and registration page for new user.

This page for system user, admin, authority who want to and also discussion topics. An administrator also has a right to delete a complaint posted by the user in the discussion web application if it seems inappropriate. Consumers are able to view the homepage of the discussion forum; there can one or N number of consumers that can communicate in the discussion forum. The consumers can also communicate with each other.

Architectural Design

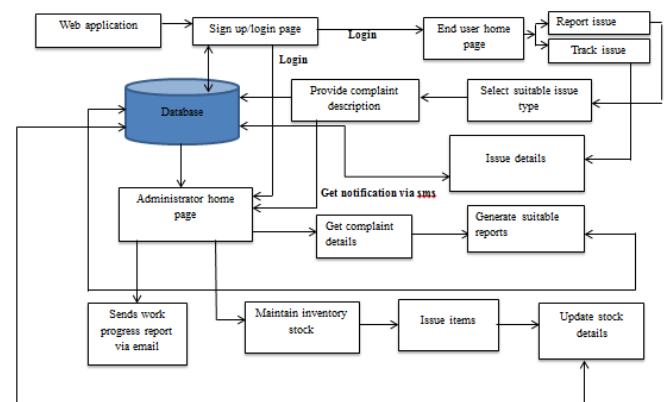


Figure 1: Architectural Design for Web application

Architectural Design has emerged as a crucial part of design process. The architectural design of a system is the early stage of the system design process. It involves

identifying major system components and their communication.

The Figure 2 gives the detailed description about the architectural design of the system where the user posts queries to the forum which is updated to the database. All the posts are updated and displayed only after the bad word filtration.

B. Control Flow Diagram

The below Figure shows the system flow diagram of proposed project. It shows the flow of working from top to bottom. Recognition can be done using train set and test set images.

The end user’s credentials can be given using the text boxes provided on the web page for authentication purposes. End user must have a valid username as well as password to login. The end user can also send his complaints and queries via an email server. The end user will be able to drop a message with complete details about the issue. Administrator keeps track of the items issued to the concerned technician to resolve the issue. He keeps track of the stock inventory and update it as and when required. Once the issue has been resolved, the end user will

Algorithm for Logic Implementation

Algorithm for registration:

- Start
- Request and obtain the appropriate details from user.
- Insert the details of the user in the database.
- Verify email address.
- Display the Registration successful message.
- Stop.

Algorithm for Posting a Question:

- Start.
- Request and obtain the Username of the user who wants to post a Question.
- Retrieve the category (cat_id) in which the user wants to post.
- If the Question doesn’t contain bad words then, store it in the Database and display it on the forum.
- Stop.

receive a notification from the administrator. The end users are also provided with an option where they can give a feedback about the work done by the administrator.



Figure3: Control flow diagram of web applications

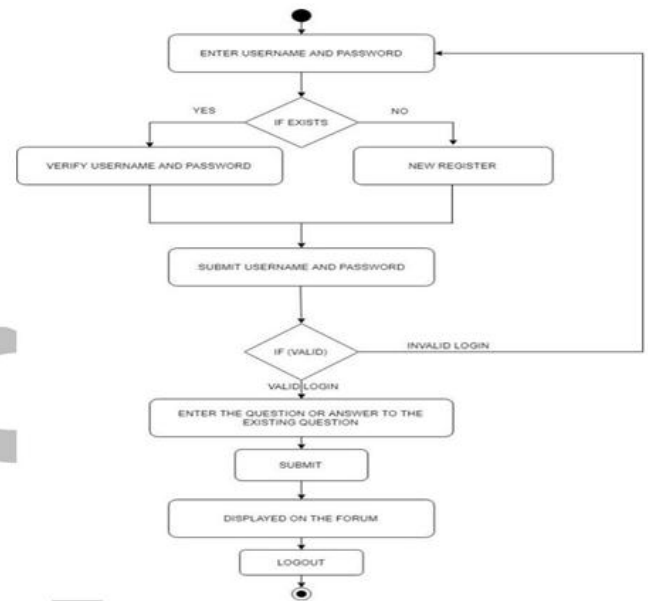


Figure 4: Flow Chart for web application

Flow Chart for Web application

The Figure 4 shows the Flow Chart for Web Wizard. Activity diagrams are graphical representations of workflows of stepwise activities and actions with support for choice, iteration and concurrency. They are intended to model both computational and organizational processes (i.e., workflows).

Different modules:

- 1) **User creating an account:** Users must create an account before they are allowed to post or reply to an queries. Once all the details entered by the users are valid, access to the web forum is given. Now the user can post any queries or reply to an existing query.

Registration(): It is used to accept credentials from the user and this function checks whether the user id is already taken or not. Users need to click the checkbox before signing in, this will not allow the robots to access the web forum thus spam can be avoided. Password entered by the user is verified. On successful registration user will get an email from which the user can activate the account.

2) **Email verification:** Once user enters the mail ID, verification is done by sending confirmation mail to that particular account. When the user receives the confirmation mail, a link will be present in it by clicking which his/her account will be activated.

3) **Selection of category:** Various categories are available for discussion such as educational, technology, sports, health, tourism, entertainment, food, automobile, news, culture. For a discussion on any other topic the user can use category called as other.

4) **Posting a query or replying to the existing query:**

After selecting the category of interest the user can post queries by using post button. This module includes character count which returns the number of remaining characters. Since bad word collection is there in the database users are not allowed to use any of it during the discussion.

5) **Bad word filter:** When a user posts a question or a reply on the Web Wizard, each sentence of the post is divided into array of words and compared with the list of previously stored bad words in the database. If the comparison results true then the post is blocked and thus not stored in the database. If the comparison results false, the post is directly stored in the database and thus displayed on the user interface.

6) **Admin Activities:** The admin is a user with special privileges. Blocking of user who posts unwanted message, checking for number of posts, adding new admin these are the activities carried using PHP code snippets.

7) **Mobile Responsive:** Web Wizard is a mobile responsive[2][3] website i.e., it supports any display irrespective of its size such as Smartphone, tablet, computer, PC, laptop etc. To support this feature we must use bootstrap which consists of below line of code in the head tag:

VI. RESULTS

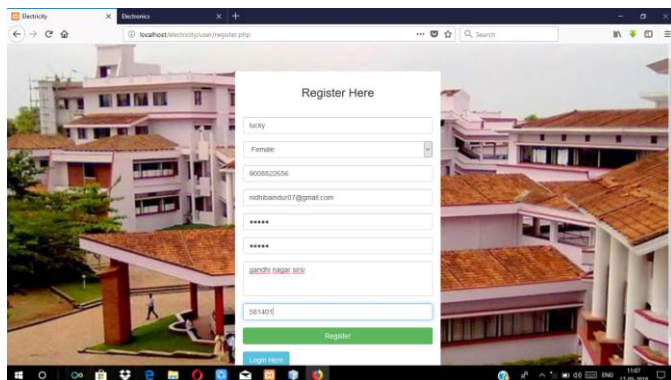


Fig 5: snap shot of registration

Name	Complaint Title	Complaint Date	Complaint Status	Closed Date	Action
akhila	network issue	14/05/2018	Draft		View Details
deeps menezes	lgtl	14/05/2018	Completed	14/05/2018	View Details
deeps menezes	lgtl	14/05/2018	Draft		View Details
deeps menezes	lgtl	14/05/2018	Draft		View Details
deeps menezes	lgtl	14/05/2018	Draft		View Details
akhila	cmp14	14/05/2018	Approved		View Details
akhila	abc	14/05/2018	Rejected	14/05/2018	View Details
akhila	abc	14/05/2018	Approved		View Details

Fig 6: snap shot of registration

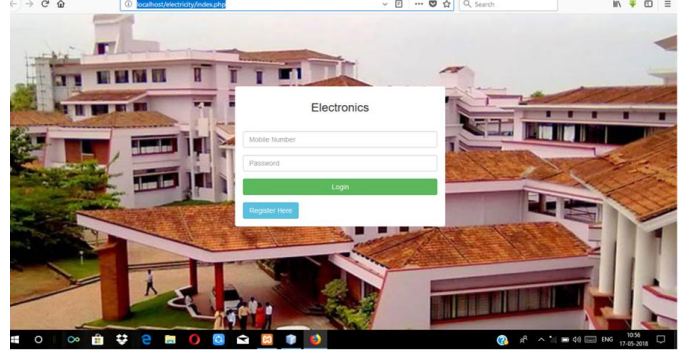


Fig 7: snap shot of user login

VII. CONCLUSIONS

This web application for complaint tracking and resolving the system overcomes problem of the existing system by providing easy way of solving the problems which are faced by the user. It also reduces processing time, improve user services and organization standard. This proposed system is very helpful in reduce dissatisfaction of person by handling complaint timely. This system provides less paper work, better insight to problems, easy to track the complaints, locate to the problem area in the organization. reduce the utilization, less processing time, managing the records, ease of access and concern of organization towards the user.

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