


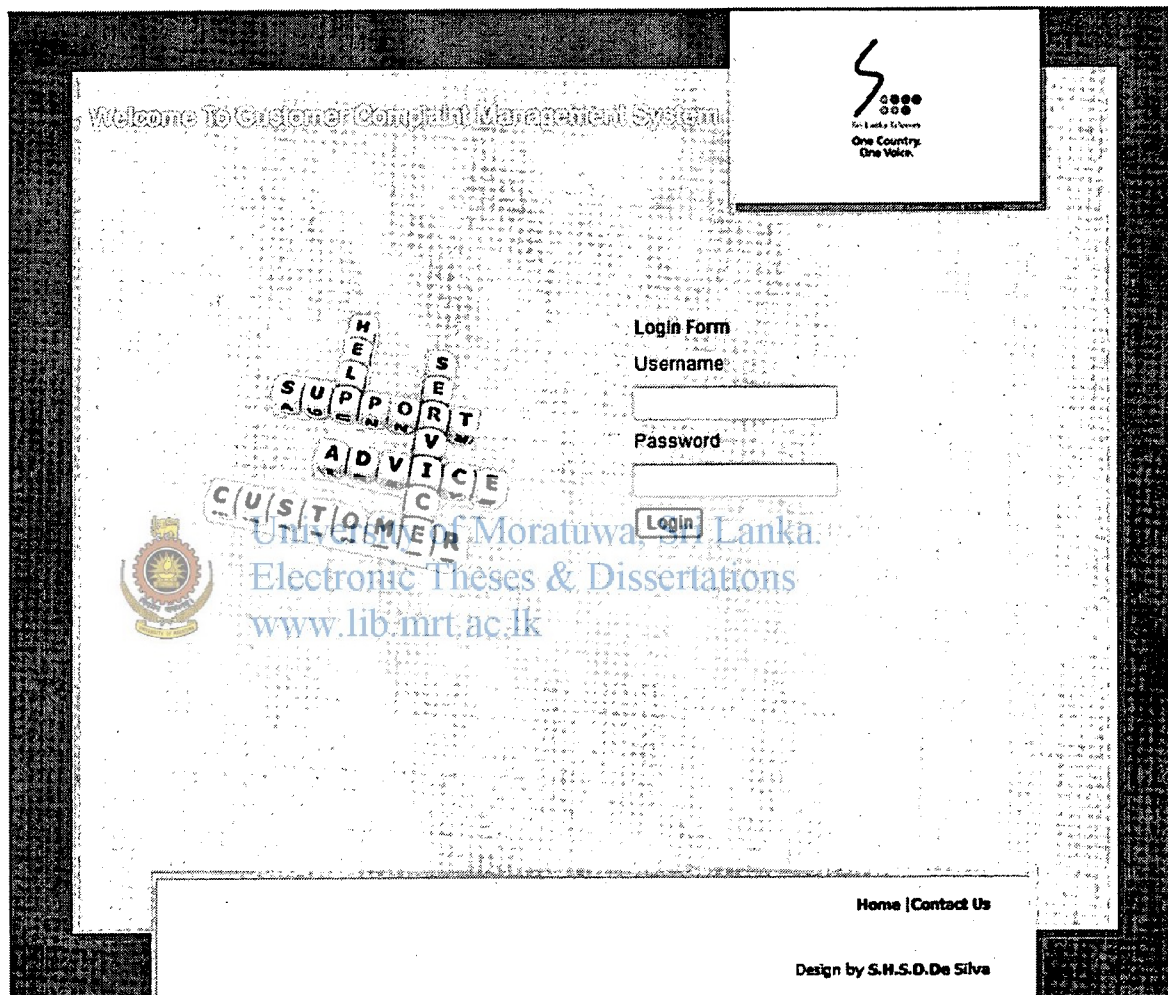
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Appendix A

Screen shots


Home Page




Admin Page

> HOME 2011-02-17
10:17:30

Welcome To Customer Complaint Management System

admin Logged in Profile  Administrator Logout

- > Create Group
- > Edit Group
- > View Groups
- > Add User
- > Edit User
- > Delete User
- > View All Users
- > Reports



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Front Office Page

> HOME 2011-02-17
10:20:03

Welcome To Customer Complaint Management System

010001 Logged In [Profile](#)  [Front Office](#) [Logout](#)

- > [Add New Complaint](#)
- > [Edit Complaint](#)
- > [View All Complaints](#)
- > [Search Complaints](#)

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Back Office Page

> HOME 2011-02-17
10:58:44

Welcome to Customer Complaint Management System

010002 Logged in [Profile](#)  [back Office](#) [Logout](#)

- > [Add New Complaint](#)
- > [View All Complaints](#)
- > [Search Complaints](#)

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Command Center Office Page


> HOME 2011-02-17
10:59:54

Welcome to Customer Complaint Management System



010003 Logged in Profile  Command Center Logout

- > Add New Complaint
- > Edit Complaint
- > View All Complaints
- > Search Complaints

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Appendix B

Use-Case Specification

Use Case 03

Name: Customer Complaint Management System

Actor: Front Officer

Use Case Name: Edit complaint

Pre-Condition: Front officer should login to the system

Primary Path:

- 1 Click Edit Complaint in main menu
- 2 Select the relevant complaint
- 3 Click Edit
- 4 Edit required Field
- 5 Click Submit Button

Alternative Path: If network connection is not available, display the message

"No Network"

Past Condition: Edit details will display.

Use Case 04

Name: Customer Complaint Management System

Actor: Front Officer

Use Case Name: View All Complaints

Pre-Condition: Front officer should login to the system and there should be complaint that status is open or pending.

Primary Path:

- 1 Click View All Complaints

Alternative Path: If network connection is not available, display the message
"No Network"

Post Condition: Display all complaints that status is open and pending

Use Case 05

Name: Customer Complaint Management System

Actor: Front Officer

Use Case Name: Search Complaints

Pre-Condition: Front officer should login to the system

Primary Path:

- 1 Click Search Complaints in main menu (Reference Number)
- 2 Enter Reference Number
- 3 Click Search Button

Alternative Path: If network connection is not available, display the message
"No Network"

Post Condition: Display the relevant complaint details.

Use Case 06

Name: Customer Complaint Management System

Actor: Front Officer

Use Case Name: Change Password

Pre-Condition: Front officer should login to the system

Primary Path:

- 1 Enter Old Password
- 2 Enter New Password
- 3 Click Change Button

Alternative Path: If network connection is not available, display the message "No
Network"

Post Condition: keep a log entry about accessing the system

Use Case 07

Name: Customer Complaint Management System

Actor: Front Officer

Use Case Name: Logout

Pre-Condition: Front Officer should login to the system

Primary Path:

- 1 Click the Logout

Alternative Path: If network connection is not available, display the message “No Network”

Post Condition: Return to Index page

Use Case 08

Name: Customer Complaint Management System

Actor: Back officer

Use Case Name: Enter a new complaint

Pre-Condition: Front officer should login to the system

Primary Path:

1. Enter User name or Phone number (Example ksw2245673@sltnet.lk)
2. Enter Customer Name
3. Enter Customer Contact Number
4. Select Service Category
5. Select Escalate to
6. Select Reason
7. Enter Comments
8. Click the Submit Button

Alternative Path: If network connection is not available, display the message “No Network”

Post Condition: Display complaint reference number.

Use Case 09

Name: Customer Complaint Management System

Actor: Back officer

Use Case Name: View Complaints

Pre-Condition: Front officer should login to the system and there should be complaint that status is open or pending.

Primary Path:

- 1 Click View All Complaints in main menu
- 2 Select one of complaint
- 3 Click view
- 4 Call to the customer and solved customer problem
- 5 Change the status to Close
- 6 Click Submit button

Alternative Path: If network connection is not available, display the message



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Post Condition: Back to View All Complaints page

Use Case 10

Name: Customer Complaint Management System

Actor: Back officer

Use Case Name: Search Complaints

Pre-Condition: Back officer should login to the system

Primary Path:

- 1 Click Search Complaints in main menu (Reference Number)
- 2 Enter Reference Number
- 3 Click Search Button

Alternative Path: If network connection is not available, display the message
"No Network"

Post Condition: Display relevant Complaint details.

Use Case 11

Name: Customer Complaint Management System

Actor: Back officer

Use Case Name: Change Password

Pre-Condition: Back officer should login to the system

Primary Path:

- 1 Enter Old Password
- 2 Enter New Password
- 3 Click Change Button

Alternative Path: If network connection is not available, display the message “No Network”

Post Condition: Have to use new password when login

Use Case 12

Name: Customer Complaint Management System

Actor: Command Center officer

Use Case Name: Enter a new Complaint

Pre-Condition: Command Center officer should login to the system

Primary Path:

- 1 Enter User name or Phone number
- 2 Enter Customer Name
- 3 Enter Customer Contact Number
- 4 Select Service Category
- 5 Select Escalate to
- 6 Select Reason
- 7 Enter Comments
- 8 Click the Submit Button

Alternative Path: If network connection is not available, display the message “No Network”

Post Condition: Display complaint reference number.

Use Case 13

Name: Customer Complaint Management System

Actor: Command Center officer

Use Case Name: View Complaints

Pre-Condition: Command Center officer should login to the system and there should be complaint that status is open or pending.

Primary Path:

- 1 Click View All Complaints in main menu
- 2 Select one of complaint
- 3 Click view
- 4 Call to the customer and solid customer problem
- 5 Change the status to Close
- 6 Click Submit Button

Alternative Path: If network connection is not available, display the message

Post Condition:  "No Network"
Back to View All Complaints page
www.lib.mrt.ac.lk

Use Case 14

Name: Customer Complaint Management System

Actor: Command Center officer

Use Case Name: Search complaints

Pre-Condition: Command Center officer should login to the system

Primary Path:

- 1 Click Search complaints in main menu (Reference Number)
- 2 Enter Reference Number
- 3 Click Search Button

Alternative Path: If network connection is not available, display the message
"No Network"

Post Condition: Display relevant complaint details.

Use Case 15

Name: Customer Complaint Management System

Actor: Command Center officer

Use Case Name: Change Password

Pre-Condition: Command Center officer should login to the system

Primary Path:

- 1 Enter Old Password
- 2 Enter New Password
- 3 Click Change Button

Alternative Path: If network connection is not available, display the message
"No Network"

Post Condition: Have used new password when login

Use Case 16

Name: Customer Complaint Management System

Actor: Administrator

Use Case Name: Create Group

Pre-Condition: Need to login

Primary Path:

1. Enter the group Name
2. Select group privileges
3. Browse suitable picture for group
4. Enter service number of the Administrator1
5. Enter service number of the Administrator2(Optional)
6. Click Submit

Post Condition: Display Success message

Use Case 17

Name: Customer Complaint Management System

Actor: Administrator

Use Case Name: View All Groups

Pre-Condition: At least one group should be in the System

Primary Path:

1. Click View All groups

Post Condition: Display all groups.

Use Case 18

Name: Customer Complaint Management System

Actor: Administrator

Use Case Name: Edit Group

Pre-Condition: Group should be in the system

Primary Path:

1. Click Edit Group
2. Select Group and submit
3. Edit filed that need to change.
4. Click Submit

Post Condition: Display Success message

Use Case 19

Name: Customer Complaint Management System

Actor: Administrator

Use Case Name: Add user

Pre-Condition: Administrator should login to the system

Primary Path:

1. Click to Add user
2. Enter User Name
3. Enter Password
4. Select the Group
5. Select the status
6. Enter service number of the user
7. Click Submit Button

Post Condition: Display Main Menu



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Use Case 20

Name: Customer Complaint Management System

Actor: Administrator

Use Case Name: Edit user

Pre-Condition: User should be in the system

Primary Path:

1. Enter the User Name
2. Select group and Submit.
3. Change the necessary details
4. Click Submit

Post Condition: Display Success message

Use Case 21

Name: Customer Complaint Management System

Actor: Administrator

Use Case Name: Delete user

Pre-Condition: Administrator should login to the system

Primary Path:

1. Enter User Name
2. Select the Group
3. Click Submit Button

Post Condition: Display Main Menu

Use Case 22

Name: Customer Complaint Management System

Actor: Administrator

Use Case Name: View all user

Pre-Condition: User should be in the system

Primary Path:

1. Click View All users

Post Condition: Display All Users



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Use Case 23

Name: Customer Complaint Management System

Actor: Administrator

Use Case Name: Create Reports

Pre-Condition: Administrator should login to the system

Primary Path:

1. Click Reports
2. Select Report type
3. Click Submit Button

Post Condition: Display Report

Use Case 24

Name: Customer Complaint Management System

Actor: Administrator

Use Case Name: Logout

Pre-Condition: Command Center Officer should login to the system

Primary Path:

1. Click Logout

Alternative Path: If network connection is not available, display the message "No Network"

Post Condition: Return to Login page

Appendix C

Questionnaire instructions

General instructions:

You may circle the appropriate number appear in cages to represent your choice.

1	2	3	4	5
Unsatisfactory	Poor	Satisfactory	Good	Outstanding

Skip question/s if not applicable.

Information in the Web Base Customer Complaint Management System

1. The information provided in the site is clear, concise and informative to the intended user.

1	2	3	4	5
---	---	---	---	---

2. Site is unnecessarily complex and difficult to understand by laymen. Information given is too much.

	2	3	4	5
--	---	---	---	---

3. The language is non-discriminatory. Content is free from race, ethnic, gender, age and other stereotype.

1	2	3	4	5
---	---	---	---	---

4. Content is free from spelling and grammatical errors.

1	2	3	4	5
---	---	---	---	---

5. Information given in the site is helpful for a learner.

1	2	3	4	5
---	---	---	---	---

6. Site is supported by multiple languages.

1	2	3	4	5
---	---	---	---	---

7. By using the information given in the site consumers are able to solve most of their problems.

1	2	3	4	5
---	---	---	---	---

8. Information is useful for consumers in economic aspect.

1	2	3	4	5
---	---	---	---	---

9. Information given in non-technical understandable language without technical jargons.

1	2	3	4	5
---	---	---	---	---

User Satisfaction on Interfaces

Please circle the appropriate number against each question

1. Reading of letters on pages. Hard

1	2	3	4	5
---	---	---	---	---

 easy

2. Organization of information. confusing

1	2	3	4	5
---	---	---	---	---

 Very clear

3. Sequence of pages are simply flows. confusing

1	2	3	4	5
---	---	---	---	---

 Very clear

4. Use of terminology throughout the website. Too much

1	2	3	4	5
---	---	---	---	---

 easy

5. Hyperlink & navigation. hard

1	2	3	4	5
---	---	---	---	---

 easy

6. Design of a page contains minimum screen elements. hard

1	2	3	4	5
---	---	---	---	---

 easy

7. Design of a page provides relevant information only. hard

1	2	3	4	5
---	---	---	---	---

 easy

8. Last updated date of information is mentioned in all web pages. poor

1	2	3	4	5
---	---	---	---	---

 Excellent

9. Position of messages on screen is easy to view. Poor

1	2	3	4	5
---	---	---	---	---

 Excellent



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10. Color choices visually accessible and pleasant to see. Poor

1	2	3	4	5
---	---	---	---	---

 Excellent

11. The site achieves its purpose. Poor


1	2	3	4	5
---	---	---	---	---

 Excellent

Usability of the site

You may circle the appropriate number appear in cages to represent your choice.

1	2	3	4	5
Unsatisfactory	Poor	Satisfactory	Good	Outstanding

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1. The layout and the design of the CCMS site encourage frequent use of the site.

1	2	3	4	5
---	---	---	---	---
 2. Site map help easy navigation even for a laymen.

1	2	3	4	5
---	---	---	---	---
 3. The organization is clear, logical, and effective, making it easy and simple for the intended audience to understand.

1	2	3	4	5
---	---	---	---	---
 4. It is necessary to obtain technical support to use this CCMS site.

1	2	3	4	5
---	---	---	---	---
 5. The site is attractive and interesting. It motivates users to continue using the site.

1	2	3	4	5
---	---	---	---	---
 6. Too much of inconsistence is found in this CCMS site.

1	2	3	4	5
---	---	---	---	---

7. Individuals can easily start and exit the program

1	2	3	4	5
---	---	---	---	---

8. The individual has the choice of going directly to desire information or using a structured search to identify relevant topics.

1	2	3	4	5
---	---	---	---	---

9. Feel very confident when using the site.

1	2	3	4	5
---	---	---	---	---

10. Need to get to know lot about the site before it could effectively use it.

1	2	3	4	5
---	---	---	---	---

11. The languages use in the site is clear to the intended audience.

1	2	3	4	5
---	---	---	---	---

12. Site can be used without written instruction



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1	2	3	4	5
---	---	---	---	---

13. It is user friendly

1	2	3	4	5
---	---	---	---	---

Ease of Learning

1. Can learn to navigate the site Quickly.	difficult	1	2	3	4	5	easy
2. Can easily remember how to use the site next time.	difficult	1	2	3	4	5	easy
3. It is easy to remember main & top menu item names and use of commands.	difficult	1	2	3	4	5	easy
4. Tasks can be performed in a straight-forward manner.	never	1	2	3	4	5	always
5. Help messages on the screen.	unhelpful	1	2	3	4	5	helpful
6. Links to Supplementary reference materials.	confusing	1	2	3	4	5	clear

Overall impression

Please circle the appropriate number against each question, using the scale given below

1	2	3	4	5
Unsatisfactory	Poor	Satisfactory	Good	Outstanding

1. User friendliness.

1	2	3	4	5
---	---	---	---	---

2. Usefulness.

1	2	3	4	5
---	---	---	---	---

3. Ease of use.

1	2	3	4	5
---	---	---	---	---

4. System is easy to learn and the information provided is meaningful & helpful.

1	2	3	4	5
---	---	---	---	---

5. Time taken for make Compliant is acceptable.

1	2	3	4	5
---	---	---	---	---

6. In general site is 'alright'.

1	2	3	4	5
---	---	---	---	---



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Evaluation prepared

by:.....

Section:.....

Designation:.....

Date:.....

.....

Signature

Questionnaire answered by H.M.K.H.K.Bandara (Front Officer).

Evaluation Criteria for the Web Base Customer Complaint Management System

General instructions:

You may circle the appropriate number appear in cages to represent your choice.

1	2	3	4	5
Unsatisfactory	Poor	Satisfactory	Good	Outstanding

Skip question/s if not applicable.

Information in the Web Base Customer Complaint Management System

1. Clearly explain the contribution and the effort of the organization for the development of the country.

1	2	3	4	5
---	---	---	---	---
2. The information provided in the site is clear, concise and informative to the intended user.

1	2	3	4	5
---	---	---	---	---
3. Site is unnecessarily complex and difficult to understand by laymen. Information given is too much.

1	2	3	4	5
---	---	---	---	---
4. The language is non-discriminatory. Content is free from race, ethnic, gender, age and other stereotype.

1	2	3	4	5
---	---	---	---	---
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1	2	3	4	5
---	---	---	---	---
6. Information given in the site is helpful for a learner.

1	2	3	4	5
---	---	---	---	---
7. Site is supported by multiple languages.

1	2	3	4	5
---	---	---	---	---
8. By using the information given in the site consumers are able to solve most of their problems.

1	2	3	4	5
---	---	---	---	---
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1	2	3	4	5
---	---	---	---	---
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1	2	3	4	5
---	---	---	---	---
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1	2	3	4	5
---	---	---	---	---
6. Too much of inconsistency is found in this CCMS site.

1	2	3	4	5
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1	2	3	4	5
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1	2	3	4	5
---	---	---	---	---
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1	2	3	4	5
---	---	---	---	---
12. Site can be used without written instruction

1	2	3	4	5
---	---	---	---	---
13. It is user friendly

1	2	3	4	5
---	---	---	---	---

User Satisfaction on Interfaces

Please circle the appropriate number against each question

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2. Organization of information. confusing

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 Very clear
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6. Design of a page contains minimum screen elements. hard

1	2	3	4	5
---	---	---	---	---

 easy
7. Design of a page provides relevant information only. hard

1	2	3	4	5
---	---	---	---	---

 easy
8. Last updated date of information is mentioned in all web pages. poor

1	2	3	4	5
---	---	---	---	---

 Excellent
9. Position of messages on screen is easy to view. Poor

1	2	3	4	5
---	---	---	---	---

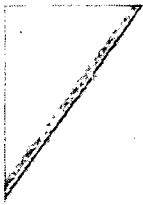
 Excellent
10. Color choices visually accessible and pleasant to see. Poor

1	2	3	4	5
---	---	---	---	---

 Excellent
11. The site achieves its purpose. Poor

1	2	3	4	5
---	---	---	---	---

 Excellent



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Overall impression

Please circle the appropriate number against each question, using the scale given below

1	2	3	4	5
Unsatisfactory	Poor	Satisfactory	Good	Outstanding

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- User friendliness.

1	2	3	4	5
---	---	---	---	---
 - Usefulness.

1	2	3	4	5
---	---	---	---	---
 - Ease of use.

1	2	3	4	5
---	---	---	---	---
 - System is easy to learn and the information provided is meaningful & helpful.

1	2	3	4	5
---	---	---	---	---
 - Time taken for make Compliant is acceptable.

1	2	3	4	5
---	---	---	---	---
 - In general site is 'alright'.

1	2	3	4	5
---	---	---	---	---

Evaluation prepared
 by: H.M.K.H.K Bandara
 Section: Call Center - Colombo (front office)
 Designation: Call Center Officer
 Date: 07/12/2010

KBand
 Signature

Appendix D

Source code for User.java class

```
package slt;

import java.sql.Connection;
import java.sql.PreparedStatement;
import java.sql.ResultSet;
import java.sql.SQLException;
import slt.ConnectionManager;

public class User {

    private int id=0;
    private String username ="";
    private String pass ="";
    private String ustatus ="";
    private String gname ="";
    private int empno ;

    public User()
    {

    }

    public String getGname() {
        return gname;
    }

    public void setGname(String gname) {
        this.gname = gname;
    }
    public User(String uname)
    {
        this.username= uname;
    }

    public void setId(int s)
    {
```

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```

id =s;
}
public int getId()
{
    return id ;
}
public void setUsername(String s)
{
    username =s;
}
public String getUsername()
{
    return username ;
}
public void setPass(String s)
{
    pass =s;
}
public String getPass()
{
    return pass ;
}
public void setStatus(String s)
{
    ustatus =s;
}
public String getUstatus()
{
    return ustatus;
}

public void setEmpno(int s)
{
    empno =s;
}
public int getEmpno()
{
    return empno ;
}

public User getInfo(int empno)
{
    User tmpObj=null;
    try

```



```

    {
        Connection con = ConnectionManager.getConnection(this);
        PreparedStatement prst = con.prepareStatement("select * from user where
empno=?");
        prst.setInt(1, empno);
        ResultSet rst = prst.executeQuery();

        if(rst!=null)
        {
            tmpObj =new User();
            if(rst.next())
            {
                tmpObj.setId(rst.getInt("id"));
                tmpObj.setUsername(rst.getString("username"));
                tmpObj.setPass(rst.getString("pass"));
                tmpObj.setUstatus(rst.getString("ustatus"));
                tmpObj.setGname(rst.getString("gname"));
                tmpObj.setEmpno(rst.getInt("empno"));
            }
        }
    }
}
catch(SQLException sqe)
{
    sqe.printStackTrace();
}
catch(Exception e)
{
    e.printStackTrace();
}
return tmpObj;
}

```

```

public boolean saveUser()
{
    boolean bSuccess= false;
    try
    {
        Connection con = ConnectionManager.getConnection(this);
        PreparedStatement prst = con.prepareStatement(" insert into user" +
" values(?,?,?,?,?,?)");

```

```

prst.setInt(1, this.id);
prst.setString(2, this.username);
prst.setString(3, this.pass);
prst.setString(4, this.ustatus);
prst.setString(5, this.gname);
prst.setInt(6, this.empno);
prst.execute();
bSuccess = true;

}
catch(SQLException sqe)
{
    sqe.printStackTrace();
}
catch (Exception e) {
    // TODO: handle exception
    e.printStackTrace();
}
}
return bSuccess;
}
}

public boolean removeUser(String username, String gname)
{
    boolean bSuccess= false;
    try
    {
        Connection con = ConnectionManager.getConnection(this);
        PreparedStatement prst = con.prepareStatement(" delete from user" +
" where username=? and gname=?");

        prst.setString(1,username);
        prst.setString(2,gname);

        prst.execute();
        bSuccess = true;

    }
    catch(SQLException sqe)
    {
        sqe.printStackTrace();
    }
}

```



```

        catch (Exception e) {
            // TODO: handle exception
            e.printStackTrace();
        }
    }
    return bSuccess;
}
public boolean updateUser(int ids)
{
    boolean bSuccess= false;
    try
    {
        Connection con = ConnectionManager.getConnection(this);
        PreparedStatement prst = con.prepareStatement(" update user set" +

" username=?, "+"pass=?, "+

"ustatus=?, "+


"pname=?, "+"empno=?"+

" where id =?");

        prst.setString(1,this.username);
        prst.setString(2,this.pass);
        prst.setString(3,this.ustatus);
        prst.setString(4,this.pname);
        prst.setInt(5,this.empno);
        prst.setInt(6,ids);
        prst.execute();
        bSuccess = true;

    }
    catch(SQLException sqe)
    {
        sqe.printStackTrace();
    }
    catch (Exception e) {
        // TODO: handle exception
        e.printStackTrace();
    }
}
return bSuccess;
}

```


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```

public boolean validateUser(String user,String upsaa){
int empno=0;
String gname="";
boolean bSuccess= false;
try
{
Connection con = ConnectionManager.getConnection(this);
PreparedStatement prst = con.prepareStatement(" select
username,pass,empno,gname from user where username=? and pass=?");

prst.setString(1,this.username);
prst.setString(2,this.pass);
bSuccess = true;
prst.execute();

ResultSet rst = prst.executeQuery();

while (rst.next()) {

bSuccess = true;
empno=rst.getInt(3);
System.out.println("The Database empno is "+empno );
if(empno==0){

bSuccess = false;

}
}
catch(SQLException sqe)
{
sqe.printStackTrace();
}
catch (Exception e) {
// TODO: handle exception
e.printStackTrace();
}
return bSuccess;
}

public boolean selectUser()

```



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```

    {
        boolean bSuccess= false;
        try
        {
            Connection con = ConnectionManager.getConnection(this);
            PreparedStatement prst = con.prepareStatement(" select * from user where
empno=?");

            prst.setInt(1, this.empno);
            prst.execute();
            bSuccess = true;

        }
        catch(SQLException sqe)
        {
            sqe.printStackTrace();
        }
        catch (Exception e) {
            // TODO: handle exception
            e.printStackTrace();
        }
    }
    return bSuccess;
}
}

```



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List of acronyms and abbreviations

1	OSS	Operator Support System
2	ADSL	Asymmetric Digital Subscriber Line
3	IP-VPN	Internet Protocol – Virtual Private Network
4	IP-MPLS	Internet Protocol – Multi Protocol Label Switching
5	IMS	IP Multimedia Subsystem
6	IPTV	Internet Protocol Tele Vision
7	SMW3, 4	SEA-ME-WE
8	IPLC	International Private Leased Circuit
9	PEOTV	Personalized Entertainment Option Tele Vision
10	SMS	Short Message Service
11	ISDN	Integrated Services Digital Network
12	CDMA	Code Division Multiple Access
13	LAN	Local Area Network
14	JSP	Java Server Pages
15	ARCNET	Attached Resource Computer NETWORK
16	FDDI	Fiber Distributed Data Interface
17	ODBC	Open Database Connectivity
18	JDBC	Java Database Connectivity
19	AJAX	Asynchronous JavaScript and XML
20	WI-MAX	Worldwide Interoperability for Microwave Access

