

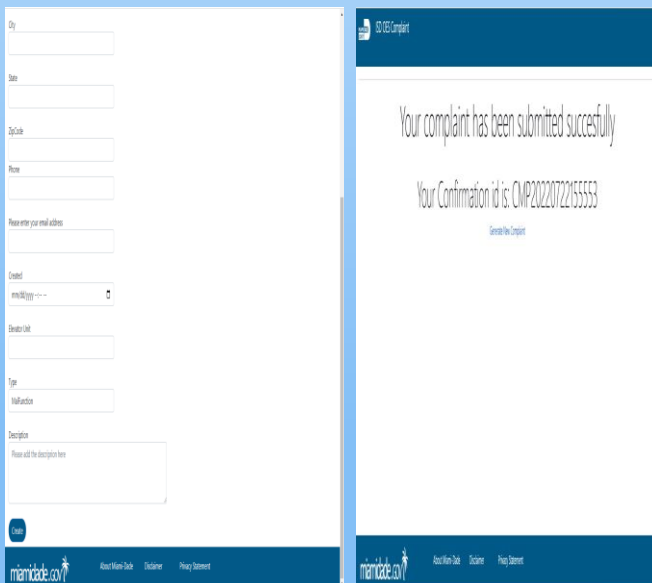
Problem

Users need to be able to complain about any incidents that they might face in elevators operated by the Miami-Dade County Authority. It is important that we have this information so we can analyze where and how accidents are happening so they can be stopped, as elevator accidents can often be fatal.

Current System

The current system has a functional landing page and a complaints page where users can input the details about where the accident happened and their contact information. The county can obtain more details about the accident if needed and inform them that the problem has been fixed. However, we need to be able to send this data to our SQL server so it can be stored for follow up and analysis.

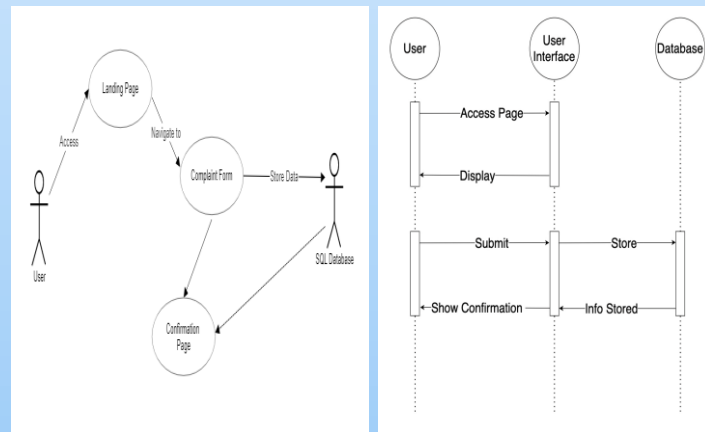
Screenshot



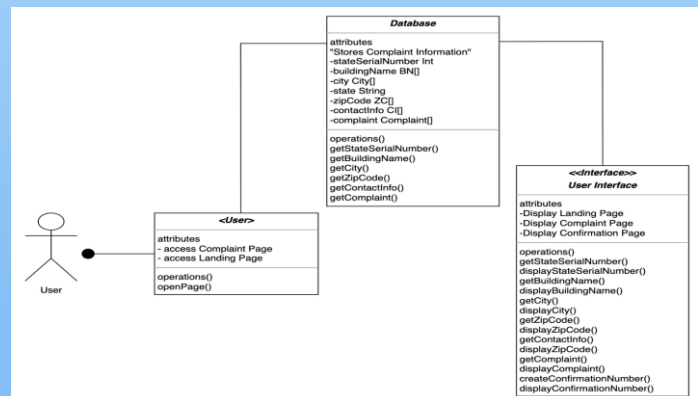
Requirement

- Once the user is done and clicks the Create button, the data should be put into the SQL database for storage
- A confirmation page should be displayed to show that the complaint has been stored.

System Design



Object Design



Summary

The system was modified so it could get the input from the user and store it in the SQL server. We could then analyze the incident to respond to it in order to fix the issue that might have caused it, and also contact the user for follow up.

Acknowledgement

The project was built on the requirements provided by our Product Owner who provided close guidance and assistance at