الجامعة الاسلامية العالمية ماليزيا
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
يونيۏرسيتي إسلام انتارابڠسا مليسيا

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scan . complaint . improve

End USER'S MANUAL v1.0

EzyAduan

Residential and Services Department (RSD)

2018

1.0   GENERAL INFORMATION

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1.1 System Overview

The EzyAduan system is designed to improve the speed and efficiency of reporting/complaints regarding services provided by the business operators such as price of items sold, cleanliness of venue and etc. By simply scanning the QR Code, the user could instantly access the RSD complaint form and directly send a complaint to the department. The report will be sent to RSD for analysis and action.

1.2 System Functions

EzyAduan system can perform the following functions:

- ● Send complaint directly to the Residential and Service Department (RSD) by scanning the QR code

1.3 User Access Mode

Student
Student is the user who is currently studying in IIUM. The user have a unique matric number.

Staff
Staff is the user who is currently working under IIUM. The user have a unique staff number.

Visitor
Visitor is the user who visit IIUM such as parents, outsider. The user doesn't have any unique ID.

1.4 System Environment

Any device with an internet browser and the proper credentials can access the system. To access the form, a mobile phone with a QR code scanner is needed.

2.0   GETTING STARTED

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2.1 Scanning QR code

The QR code is a sticker that is available at every area under RSD supervision such as department café, mahallah café, convenient shop, etc. To scan the QR code:-

1. User must have a QR code reader installed on smartphone. Download any QR code reader for iOS or Android.
2. Scan the QR code using the application.
3. Open the link given by the app. User will be directed to RSD online complaint form.

IIUM Gombak Campus/CENTRAL COMPLEX/LEVEL 1

Figure 1: Example of QR code

2.2 Filling in the form

User is categorized by three types: Student, Staff, Visitor. User has to choose the type corresponded before start filling in the complaint form in the "Complaint Details' section at the topmost of the form. Refer to the manual section 1.3 to identify the type of user.

Residential and Services Department

Fill in all the required details.

& Complainant Details

○ Student   ◉ Staff   ○ Visitor

1. Student
   Fill in the form as required.

2. Staff
   Fill in the form as required.

3. Visitor
   Fill in the form as required.

The next section to be filled is "Complaint Detail" under the 'Complainant Detail" section. Fill in the form as required.

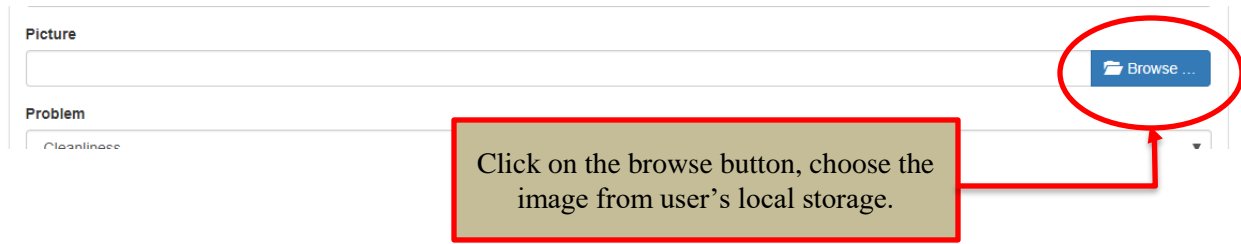User can upload an image related to the complaint to strengthen the claim.
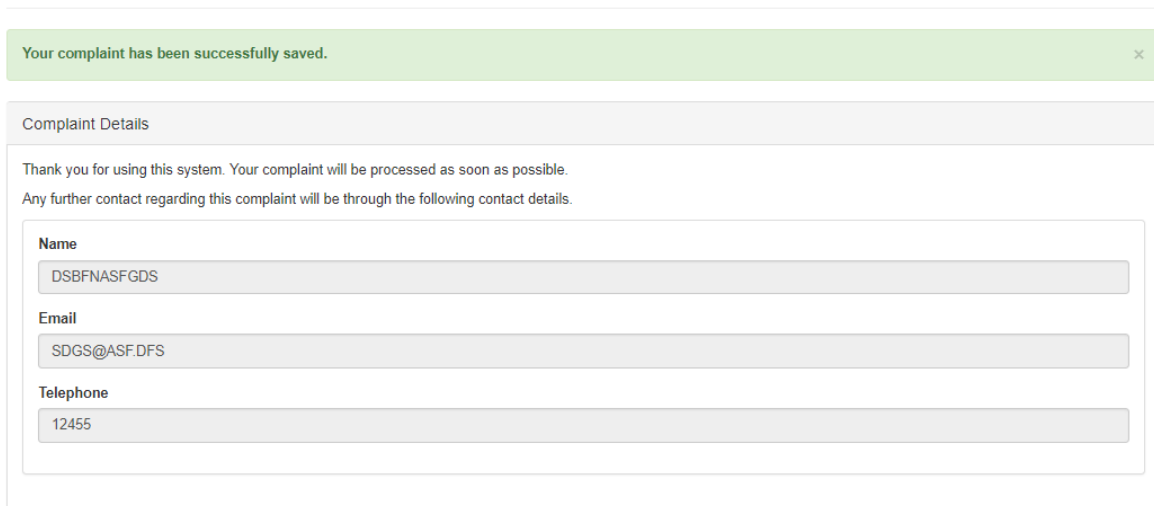
Click on the browse button, choose the image from user's local storage.

Click on the "SUBMIT" button at the bottom-most of the form when the form is completed.
The complaint form will be sent to RSD for further investigation.
After a successful submission, user will be informed of the success.

Residential and Services Department

Your complaint has been successfully saved.   ×

Complaint Details

Thank you for using this system. Your complaint will be processed as soon as possible.
Any further contact regarding this complaint will be through the following contact details.

Name

DSBFNASFGDS

Email

SDGS@ASF.DFS

Telephone

12455

User will immediately get an email from RSD, stated that the complaint have been received and will be investigate further.

Complaint Outcome

Dear Complainant,

Complaint No : 14
Outlet Name   : UT BLANDITIIS VOLUPT

We refer to your complaint dated **2018-03-02 04:32:56** regarding **UT BLANDITIIS VOLUPT**.

...

We have investigated the issue and we are pleased to attach herewith the findings on your complaint.

Hope you find the response satisfactory and continue using the services provided.

We appreciate your regular feedbacks,so we can continue improving our services to valued customers like your goodself.

Thank you.

Address:
Residential and Services Department,
Finance Division,
Level 2 & 3 Central Complex,
International Islamic University Malaysia,
Jalan Gombak, 53100 Kuala Lumpur.

Figure 2: Example of response email

3.0   TROUBLESHOOT

3.0   TROUBLESHOOT

Sometimes, user will receive errors after the submission.

- The name must be a string.
- The name field is required.
- The email must be a valid email address.
- The email field is required.
- The telephone must be a string.
- The telephone field is required.
- The matric staff no must be a string.
- The matric staff no field is required.

Error list:
- The name must be a string
  - User enter incorrect character such as '!@#$%^&'. Enter appropriate name in the field
- The name field is required
  - User left the 'name' field empty. Fill in the field with appropriate detail
- The email must be a valid email address
  - User enter wrong email format. The correct format is example@mail.com
- The email field is required
  - User left the 'email' field empty. Fill in the field with appropriate detail
- The telephone must be a string
  - User enter incorrect character such as 'abcd' or '!@#$%^&'. Enter appropriate telephone number in the field
- The telephone field is required
  - User left the 'telephone' field empty. Fill in the field with appropriate detail
- The matric staff no must be a string
  - User enter incorrect character such as '!@#$%^&'. Enter appropriate matric number or staff number in the field
- The matric staff no is required
  - User left the 'matric/staff no' field empty. Fill in the field with appropriate detail