Project Report

ResolveNow: Your Platform for Online Complaints

SmartInternz Short Term Virtual Internship

Category: Full Stack Development

Team Members:

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1. Project Title

ResolveNow: Your Platform for Online Complaints

2. Team Members

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3. Internship Program

SmartInternz Short Term Virtual Internship
Category: Full Stack Development

4. Skills & Technologies Used

HTML, CSS, JavaScript, Bootstrap, React.js, Node.js, MongoDB

5. Project Description

ResolveNow is an online complaint registration and management system that enables individuals and organizations to submit, track, and resolve complaints effectively.

The platform provides:
- A centralized portal for lodging complaints.
- Tracking mechanisms to monitor progress and updates.
- Efficient resolution workflows that streamline communication.
- Compliance-friendly structure ensuring adherence to guidelines.
- Enhanced customer satisfaction through transparency and accountability.

6. Objectives

1. To create a user-friendly online complaint registration platform.
2. To ensure seamless complaint tracking and management.
3. To optimize the resolution process for faster turnaround times.
4. To improve customer engagement and satisfaction.

7. Methodology

1. Frontend Development – Designed using HTML, CSS, JavaScript, and Bootstrap for responsive UI/UX.
2. Client-Side Framework – React.js for dynamic interfaces.
3. Backend Development – Node.js for server-side logic and APIs.
4. Database Management – MongoDB for complaint storage, tracking, and retrieval.
5. Integration – Linking frontend with backend APIs for seamless functionality.
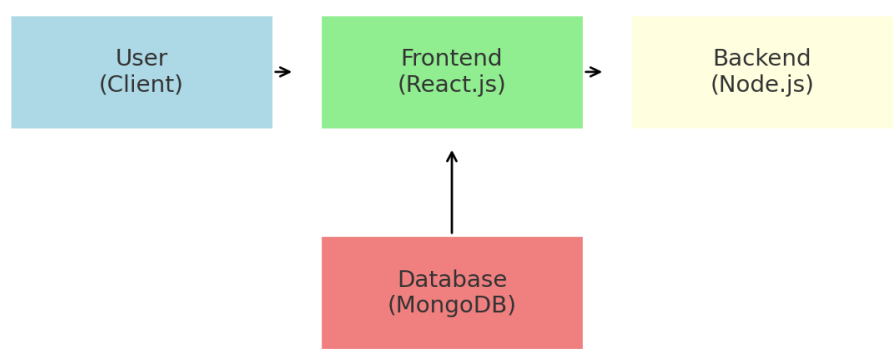
8. Expected Outcomes

- A fully functional web application for complaint registration and tracking.
- Improved efficiency and transparency in complaint resolution.
- Enhanced user satisfaction and organizational accountability.

9. Conclusion

ResolveNow will serve as a comprehensive online platform to handle complaints systematically. By leveraging full-stack technologies, it ensures an efficient, reliable, and scalable solution to improve service quality and customer trust.

10. System Architecture

System Architecture

User (Client)	→	Frontend (React.js)	→	Backend (Node.js)

Database (MongoDB)

11. Workflow Diagram

Workflow Diagram

Complaint Registration	Verification	Assignment	Resolution	Closure

12. ER Diagram

ER Diagram

Users —— Complaints —— Admins

Complaints —— Status Updates