

PROJECT REPORT

ResolveNow – Online Complaint Management System

1. INTRODUCTION

1.1 Project Overview

ResolveNow is a web-based complaint management platform designed to help users easily register, track, and resolve complaints. It streamlines the entire process by providing dashboards for users, agents, and administrators, enabling transparent and efficient complaint handling.

1.2 Purpose

The purpose of ResolveNow is to digitize complaint management, reduce resolution time, and improve transparency. It empowers users by allowing them to track real-time updates and helps organizations manage and resolve complaints efficiently.

2. IDEATION PHASE

2.1 Problem Statement

Manual complaint handling leads to delays, data loss, and poor user satisfaction. There's a need for an intuitive platform where users can lodge complaints, track them, and receive timely resolutions.

2.2 Empathy Map Canvas

User (General Public): - **Says:** “I want to know what’s happening with my complaint.” - **Thinks:** “Will this ever get resolved?” - **Feels:** Frustrated by slow manual processes. - **Does:** Tries calling support or sending emails.

Agent/Admin: - **Says:** “I can’t keep track of all complaints manually.” - **Thinks:** “I wish there was a dashboard.” - **Feels:** Overwhelmed. - **Does:** Uses spreadsheets or notes.

2.3 Brainstorming

- User dashboard with complaint status
- Agent dashboard for assigned complaints
- Auto notifications
- Complaint categorization
- Admin analytics panel

3. REQUIREMENT ANALYSIS

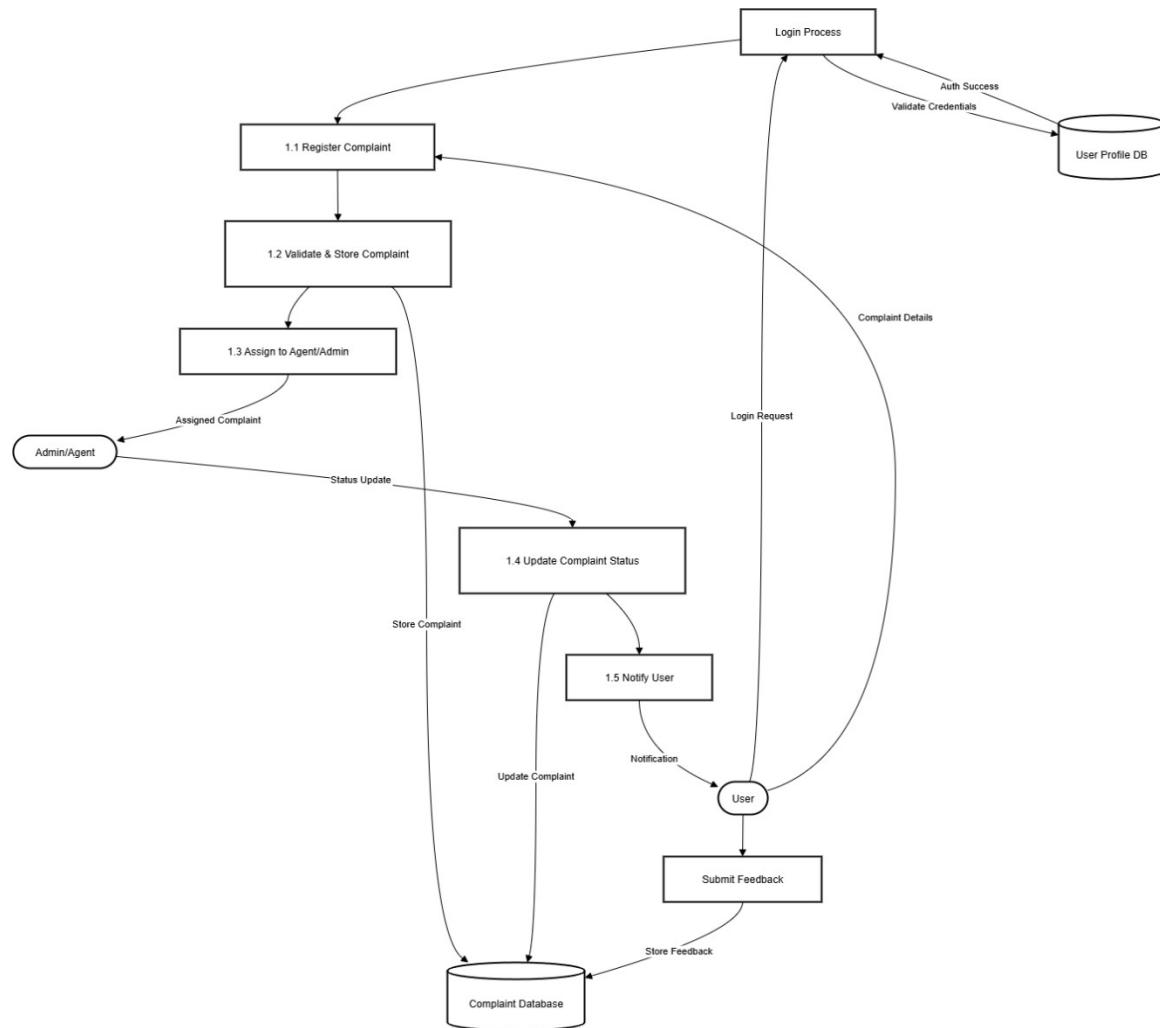
3.1 Customer Journey Map

| Step | User Action | System Response |
|------------|---------------------|-------------------------------------|
| Register | Sign up with email | Confirmation mail & account created |
| Submit | Fill complaint form | Save in DB & notify admin |
| Track | View dashboard | Show status updates |
| Resolution | Complaint resolved | Notify user |

3.2 Solution Requirement

- Functional: Login, submit complaint, update status, admin panel
- Non-functional: Responsive design, secure authentication, scalability

3.3 Data Flow Diagram



3.4 Technology Stack

- Frontend: React.js + Tailwind CSS
 - Backend: Node.js + Express.js
 - Database: MongoDB
 - Authentication: JWT
 - Deployment: Netlify / Vercel / Railway
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4. PROJECT DESIGN

4.1 Problem Solution Fit

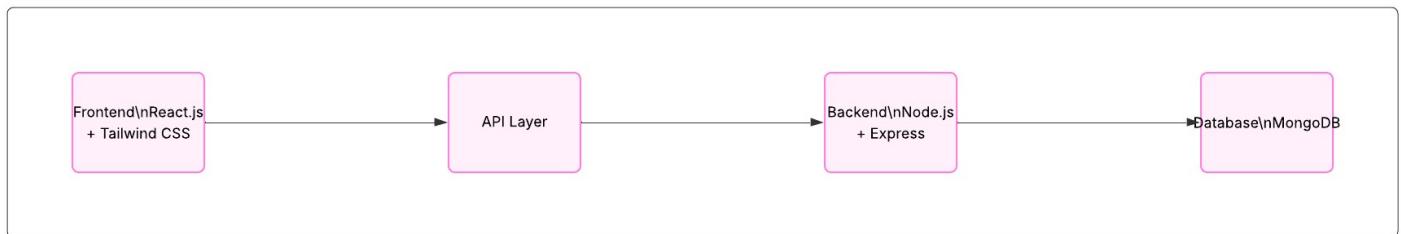
Bridges the gap between users needing transparency and organizations needing centralized complaint management.

4.2 Proposed Solution

A single platform providing dashboards for users, agents, and admins to manage complaints end-to-end.

4.3 Solution Architecture

Frontend → API Layer → Backend (Node.js / Express) → Database (MongoDB)



5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

| Phase | Task | Timeline |
|---------------------|----------------------------------|----------|
| Ideation & Research | Empathy maps, problem statement | Week 1 |
| Design | Wireframes, architecture | Week 2 |
| Development | Frontend, backend | Week 3-4 |
| Testing | Functional & performance testing | Week 5 |
| Deployment | Hosting & domain setup | Week 6 |

6. FUNCTIONAL AND PERFORMANCE TESTING

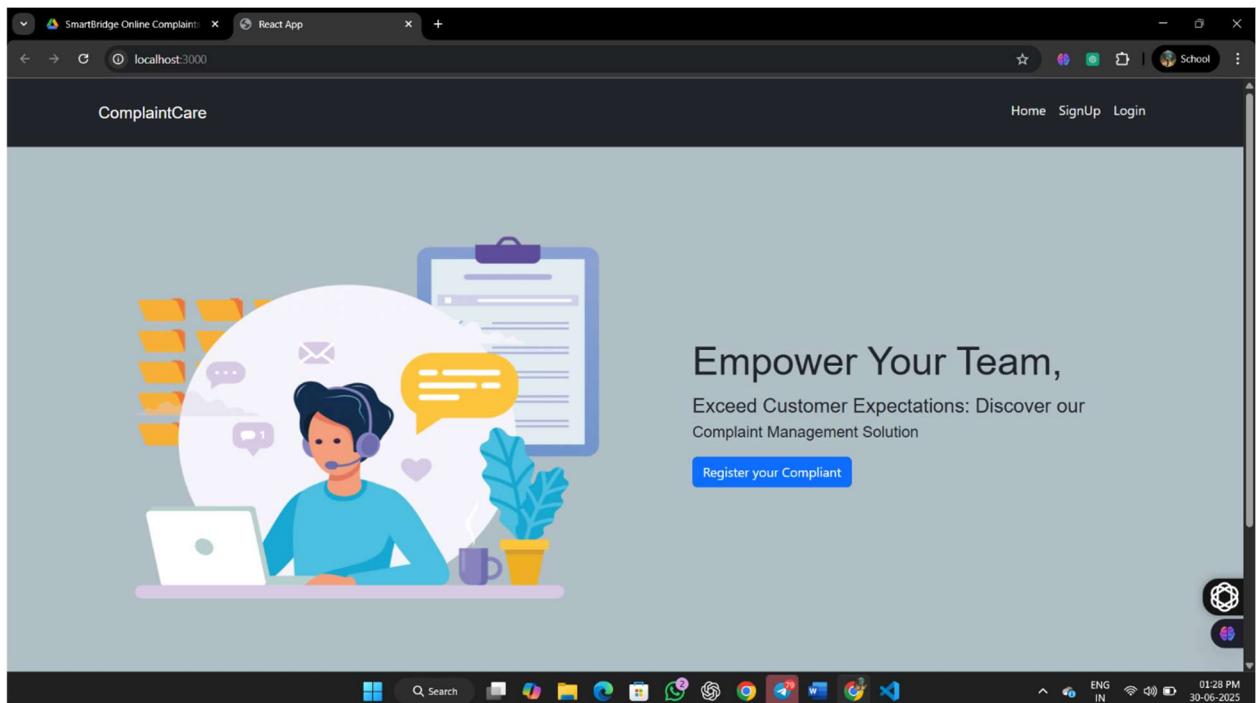
6.1 Performance Testing

- Load tested API with multiple complaint submissions
- Ensured average response time < 500ms under moderate load

7. RESULTS

7.1 Output Screenshots

- Home Page



- Registration For OnlineComplaint

Two side-by-side screenshots of a registration form titled 'SignUp For Registering the Complaint'. Both screenshots show a dark-themed interface with white input fields. The left screenshot shows a dropdown menu for 'Select User Type' with options 'Ordinary', 'Admin', and 'Agent'. The right screenshot shows the same dropdown menu, but the 'Agent' option is highlighted. Both screenshots include placeholder text for 'Full Name', 'Email', and 'Password', and a note 'Please enter your details' at the top. A 'Mobile No.' field is also present. The bottom of each screenshot shows a 'Select User Type' button.

- **User Login : To raise a Complaint**

SmartBridge Online Complaints

Hi, Hari Complaint Register Status LogOut

Name: [Input Field] Address: [Input Field]
City: [Input Field] State: [Input Field]
Pincode: [Input Field] Status: type pending
Description: [Text Area]
Register

ComplaintCare

SmartBridge Online Complaints

Hi, Hari Complaint Register Status LogOut

Name: hari
Address: ujbxexns
City: Ongole
State: AP
Pincode: 523001
Comment: A man harassed woman
Status: completed
Message

- **Agent Login**

SmartBridge Online Complaints

Hi Agent Charan Mancha View Complaints Log out

Complaint Card 1:
Name: Jagadeesh
Address: Burrappet
City: Ongole
State: AP
Pincode: 523006
Comment: Young people non sense in our streets.
Status: completed
Buttons: Status Change, Message

Message Box 1:
Charan Mancha: Completed Sir Thank You
07:10 PM, 6/25/2023
Jagadeesh: TQ
02:20 PM, 6/25/2023

Complaint Card 2:
Name: Hari
Address: 2-1-38 AND GADDALAGUNTA PALEM
City: ONGOLE
State: Andhra Pradesh
Pincode: 523001
Comment: bumchik bum
Status: completed
Buttons: Status Change, Message

Message Box 2:
Charan Mancha: Hello
07:10 PM, 6/25/2023
Buttons: Message, Send

Complaint Card 3:
Name: hari
Address: ujbxexns
City: Ongole
State: AP
Pincode: 523001
Comment: A man harassed woman
Status: completed
Buttons: Status Change, Message

Message Box 3:
Charan Mancha: hello
07:10 PM, 6/26/2023
Buttons: Message, Send

- **Admin Login**

The screenshot shows the 'SmartBridge Online Complaint' admin interface. At the top, there's a header with the title 'SmartBridge Online Complaint' and a 'React App' tab. Below the header, a navigation bar includes 'Dashboard', 'User', and 'Agent' links, along with a 'Log out' button. The main content area is titled 'Users Complaints' and displays four user records in a grid:

| Name: Hari Kethan | Name: Jagadeesh | Name: Hari | Name: hari |
|---------------------------------------|---|--|-------------------------------|
| Address: Gandhi street | Address: Burrapet | Address: 2-1-38 AND GADDALAGUNTA PALEM | Address: ujbeoms |
| City: Ongole | City: Ongole | City: ONGOLE | City: Ongole |
| State: AP | State: AP | State: Andhra Pradesh | State: AP |
| Pincode: 523002 | Pincode: 523006 | Pincode: 523001 | Pincode: 523001 |
| Comment: Signals are lost in our area | Comment: Young people non sense in our streets. | Comment: bumchik bum | Comment: A man harassed woman |
| Status: completed | Status: completed | Status: completed | Status: completed |

Below this section is another titled 'Agents' which lists two agents:

| Name: Charan | Name: Charan Mancha |
|-------------------------|---------------------------|
| Email: charan@gmail.com | Email: charan52@gmail.com |

8. ADVANTAGES & DISADVANTAGES

✓ **Advantages:** - Real-time tracking - Transparent process - Easy to use interface

⚠ **Disadvantages:** - Requires internet access - Initial setup time for organizations

9. CONCLUSION

ResolveNow successfully digitizes complaint management, reduces resolution times, and increases user satisfaction by providing a modern, centralized platform.

10. FUTURE SCOPE

- Mobile app version
 - AI-based auto categorization of complaints
 - Real-time chat with agents
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11. APPENDIX

- **Source Code:** [GitHub Link](#)
- **Dummy Dataset Link :** [Click Here](#)

- **Project Demo Link:** [Video Demo Link](#)