ProposedSolution

Theproposedsolutionisafull-stackwebapplicationwithauser-friendlyinterfacethat allowsuserstolodgecomplaints,trackstatus,andcommunicatewithagents.Itissupportedbya robust backend and a responsive admin module. The solution includes:

KeyModules:

1. User Module:
   - o Userregistrationandlogin
   - o Submitcomplaintswithrelevantdetailsandattachments
   - o Viewcomplainthistoryandlivestatus
   - o Chatwiththeassignedagent
   - o Givefeedbackafterresolution

2. AgentModule:
   - o Loginandviewassignedcomplaints
   - o Respondtousersviachat
   - o Updatestatus(in-progress,resolved,rejected)
   - o Viewcomplaintdetailsandprioritylevels

3. AdminModule:
   - o Monitoroverallsystemactivity
   - o Assigncomplaintstoagents
   - o Viewsystemstatistics(complaintspercategory,resolutionrate,etc.)
   - o Manageusersandagents

4. NotificationSystem:
   - o EmailorSMSupdatestousersoncomplaintsubmission,statuschange,or resolution

SolutionArchitecture

Thearchitectureof**ResolveNow**followsa**client-servermodel**andisdividedintothree main layers:

1. PresentationLayer(Frontend–React.js)

- Usersinteractviaaclean,responsiveUIbuiltwith**React.js**.
- UIcomponentsaredynamicallyrendered.
- **Axios**isusedtomakeAPIcallstothebackend.
- Formsincludevalidationanderrorhandlingtoensurecleandatasubmission.