

## 2. Application Layer(Backend–Node.js&Express.js)

- All business logic, routing, and middleware are handled here.
- RESTful APIs manage CRUD operations for complaints, users, agents, and admin actions.
- **JWT tokens** are used for secure authentication and role-based access control.
- **Socket.io** is optionally integrated for real-time messaging.

## 3. Data Layer(MongoDB with Mongoose)

- MongoDB stores complaint records, user profiles, messages, and feedback.
- Mongoose ODM simplifies schema definitions and data operations.
- MongoDB Atlas (optional) can be used for cloud-based scalability.

# SOLUTION ARCHITECTURE

