5. PROJECTPLANNING&SCHEDULING

ProjectPlanningDocument

ToensurethesuccessfulexecutionoftheResolveNowplatform,astructureddevelopmentplan was followed using the Agile methodology. The entire project was broken down into key **phases** and **sprints**, with regular reviews and testing incorporated at each stage.

Phase	ActivitiesInvolved	Duration	Status
Phase1:Requirement Gathering	Identifyproblem,analyzecurrentsystems,definekey features	2Days	Completed
Phase2:Design	UI/UXdesignmockups,solutionarchitecture, database schema	3Days	Completed
Phase3:Frontend Development	Buildlogin/signup,complaintform,dashboard,status tracker	5Days	Completed
Phase4:Backend Development	DevelopRESTAPIs,role-basedlogin,database connections, authentication (JWT)	5Days	Completed
Phase5:Agent/Admin Modules	Implementadmindashboard,complaintassignment, agent interface	3Days	Completed
Phase6:Real-Time Features	Enablemessagingbetweenuserandagentusing socket.io	2Days	Completed
Phase7:Notifications&Feedback	Integrateemail/SMSnotificationsandfeedback system	2Days	Completed
Phase8:Testing& Debugging	Unittesting,integrationtesting,UItesting	3Days	Completed
Phase9:Deployment	Hostfrontend/backendonplatformslikeVercelor Render,connectwithMongoDBAtlas	2Days	Completed
Phase 10: Documentation	Prepareprojectreport,diagrams,andusermanual	2Days	Completed