

Validate/LoginStoreComplaintFetchComplaint



[MongoDBDatabase-User&ComplaintData]

[Agent]

|--ViewAssignedComplaints-->[Backend]
|--UpdateStatus/ChatwithUser-->[Backend]
|<--Notifications<--|

[Admin]

|--ManageComplaints/Users-->[Backend]
|--AssignComplaints-->[Backend]

TabularBreakdownofFlows:

Entity	Action	Target	DataExchanged
User	Registers/Logsin	Frontend→Backend	Email,Password
User	SubmitsComplaint	Frontend→Backend	Complaintdetails, attachments
User	ViewsComplaintStatus	Backend→Frontend	Complaintupdates
User&Agent	Messaging	Backend	Textmessages
Agent	UpdatesComplaint	Backend→Database	Status,comments
Admin	AssignsComplaint	Backend→Database	AgentID,ComplaintID
Backend	Stores/Retrieves	MongoDB	Users,Complaints, Messages

KeyProcessesInvolved:

1. **UserAuthentication**–Validatesandstoresusercredentials
2. **ComplaintHandling**–Stores,fetches,updatescomplaintrecords
3. **RoleManagement**–ControlsaccessforUsers,Agents,Admins
4. **Real-TimeInteraction**–Agent-usercommunicationviachat
5. **StatusTracking**–Monitorscomplaintlifecycle