**==================================================================ResolveNow *Online Complaint Management System***

**"Empowering users to register and resolve complaints seamlessly"**

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**Project Title :** ResolveNow – Your Platform for Online Complaints

**Category:** Full Stack Development with MERN

**Team ID:** LTVIP2025TMID56856

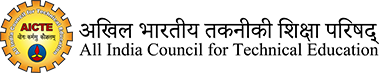
**Team Size:** 4

**Team Members:**

* Bola Hari Kethan
* Battula Dwarakamai
* Boddukuru Lokesh
* Kota Bhargavi

**Prepared by:** Bola Hari Kethan **Full Stack Developer**

**Submitted to:  
SmartInternz | AICTE | RISE Krishna Sai Prakasam Group Of Institutions**



**Project Overview**

**Purpose:**  
ResolveNow is an online complaint registration and management system that simplifies the complaint handling process for users, agents, and admins. It aims to empower organizations to handle customer complaints efficiently, ensuring transparency and quick resolution.

**Features:**

* User registration and secure login
* Complaint submission with detailed fields
* Track complaint status and updates
* Chat window to communicate with assigned agent
* Admin dashboard to monitor and assign complaints
* Agent dashboard to manage assigned complaints
* Real-time notifications
* Security and confidentiality with authentication and access controls

**Architecture**

**Frontend:**

* Built with React.js
* Uses HTML, CSS, JavaScript, Bootstrap, and Material UI
* Axios for API communication
* React Router for routing
* Organized reusable components and pages
* Real-time UI updates

**Backend:**

* Node.js + Express.js server
* RESTful APIs for CRUD operations
* Authentication and middleware
* Routes: user, agent, admin, complaints

**Database**:

* MongoDB (NoSQL)
* Collections: user\_Schema, complaint\_schema, assigned\_complaint, message
* Mongoose ODM for schema definitions and interactions
* Secure storage and efficient queries

**Additional:**

* Chat system uses complaintId and userId references
* Real-time updates and status changes handled via API

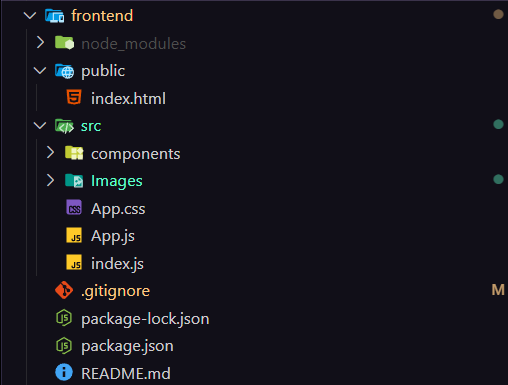
**Setup Instructions**

**Prerequisites:**  
• Node.js (v18+)  
• MongoDB (local or Atlas)  
• Git

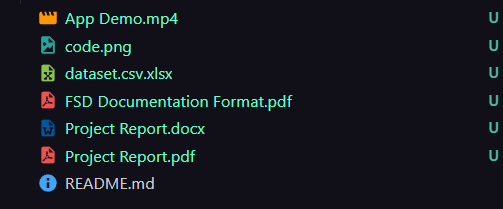
**Installation:**

1. Download the project from Google Drive: [Click Here --- Drive Link](https://drive.google.com/drive/folders/1kP6ZsEKbWHyV73YR7WpO4gnO-yfyy_sL?usp=drive_link)
2. Extract the ZIP file (if zipped) and navigate into the folder.
3. Install frontend dependencies:  
    **cd frontend  
    npm install**
4. Install backend dependencies:  
    **cd ../backend  
    npm install**
5. Create a .env file inside /backend:  
   MONGO\_URI=your\_mongodb\_connection\_string  
   JWT\_SECRET=your\_secret\_key

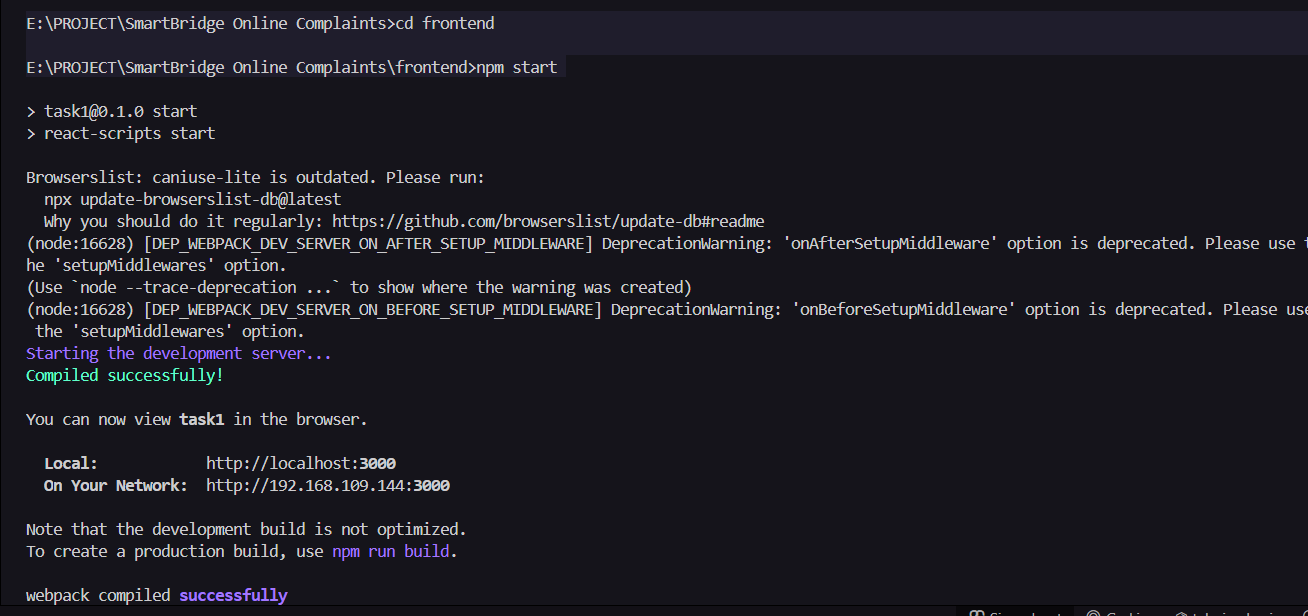
**Folder Structure**

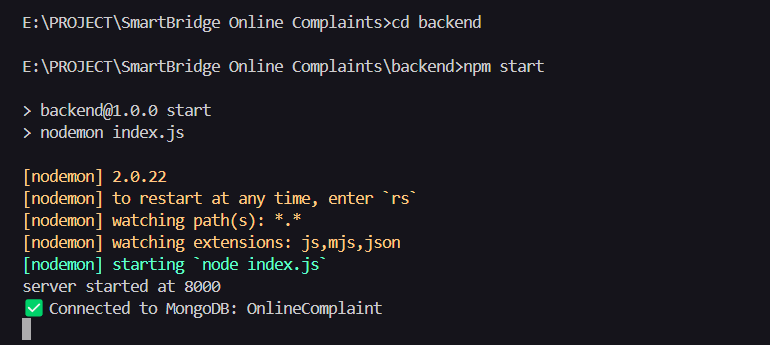
**Frontend (React):**

**Backend (Node.js):**

**Other:**

**Running the Application**

**Frontend:**  


**Backend:**

Open browser: [http://localhost:3000](http://localhost:3000/)

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API Documentation (Example)

POST /api/register

• **Register a new user**

Body:

{

"name": "Bola Hari Kethan",

"email": "ketan@gmail.com",

"password": "mysecurepass"

}

POST /api/login

• **Login user**

Body:

{

"email": "ketan@gmail.com",

"password": "mysecurepass"

}

POST /api/complaints

• **Submit new complaint**

Body:

{

"userId": "123",

"description": "Street light not working in Gaddalagunta Palem",

"address": "2-1-38, Water Tank degara, Gaddalagunta Palem, Ongole",

"status": "pending"

}

GET /api/complaints/123

• **Get complaints submitted by user Bola Hari Kethan**

PUT /api/complaints/456

• **Update status of complaint (e.g., mark as resolved)**

Body:

{

"status": "resolved"

}

(\* Full detailed list available in final version \*)

**Authentication**

* JWT-based authentication
* Passwords hashed using bcrypt
* Role-based access: User, Agent, Admin
* Auth middleware to protect routes
* Secure token storage

**User Interface**

* Landing page with login/register options
* Dashboard to submit complaints and track status
* Admin dashboard to assign/manage complaints
* Agent dashboard to update and resolve complaints
* Built-in chat window to communicate with agent
* Responsive design with Bootstrap and Material UI

**Testing**

* Manual testing of flows
* API testing with Postman
* Validation of database operations with MongoDB Compass
* (Optional) Plan to add Jest for unit testing

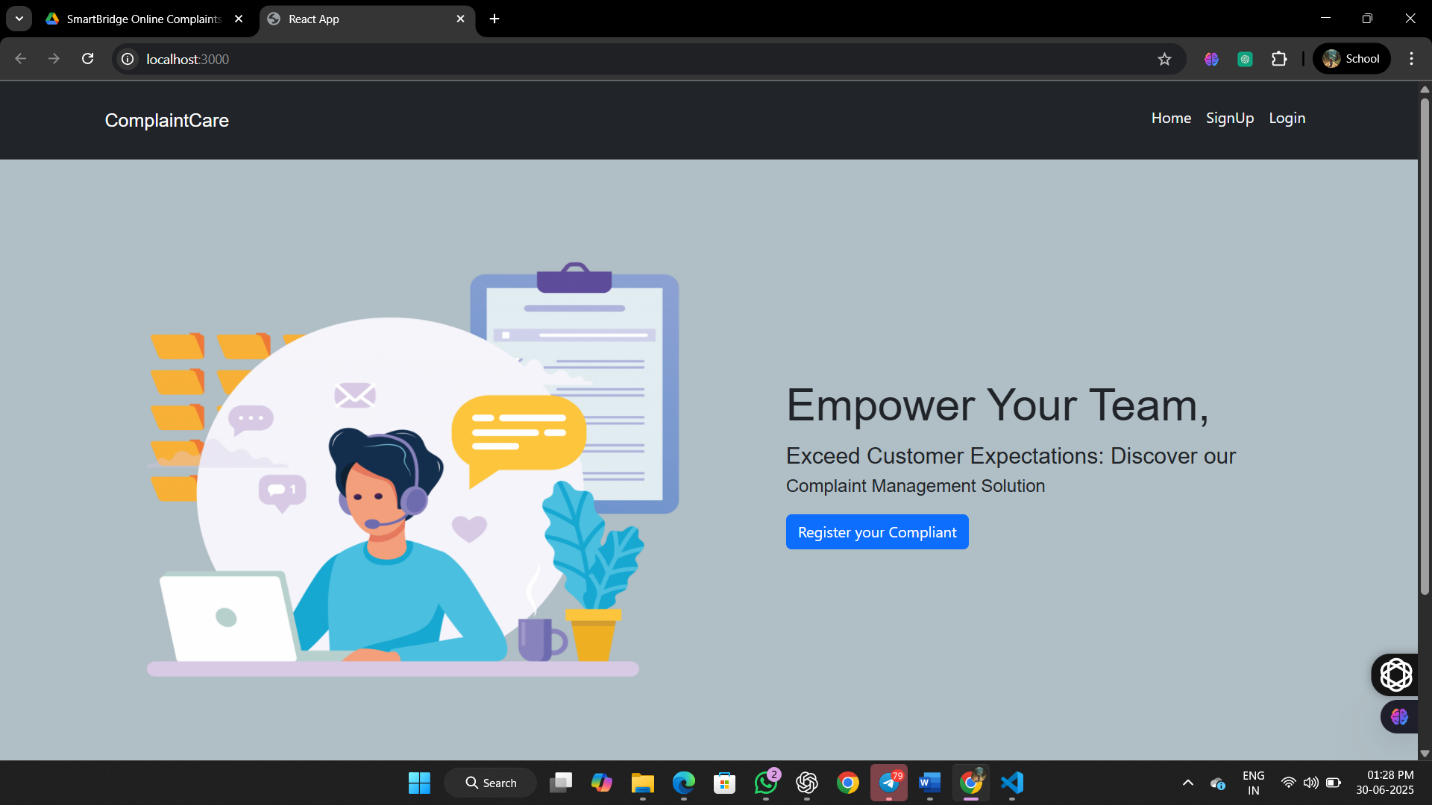
**Screenshots or Demo**

**Project demo video** :

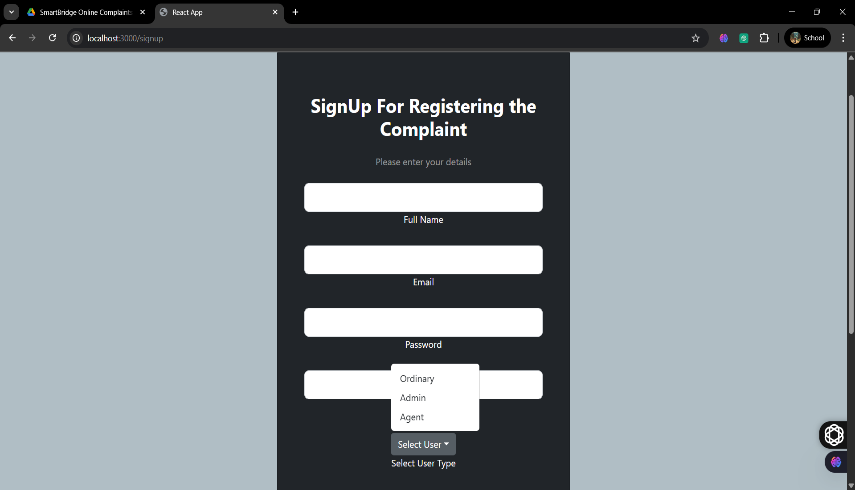
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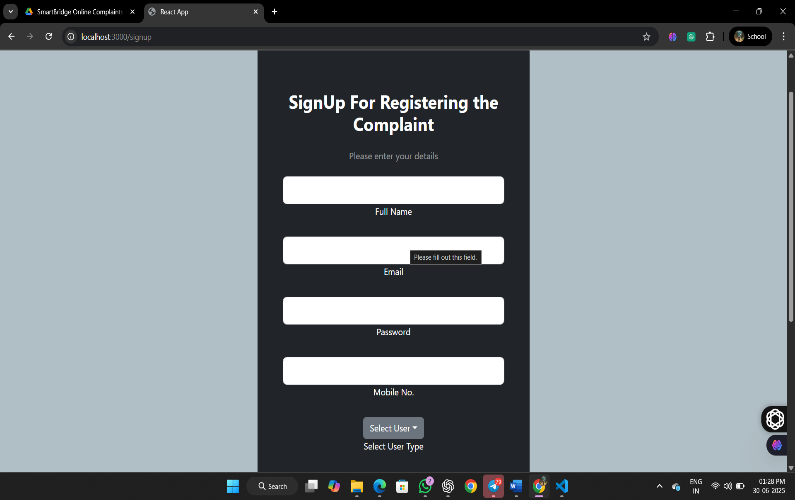
**OUTPUT SCREENSHOTS**

* **Home Page**

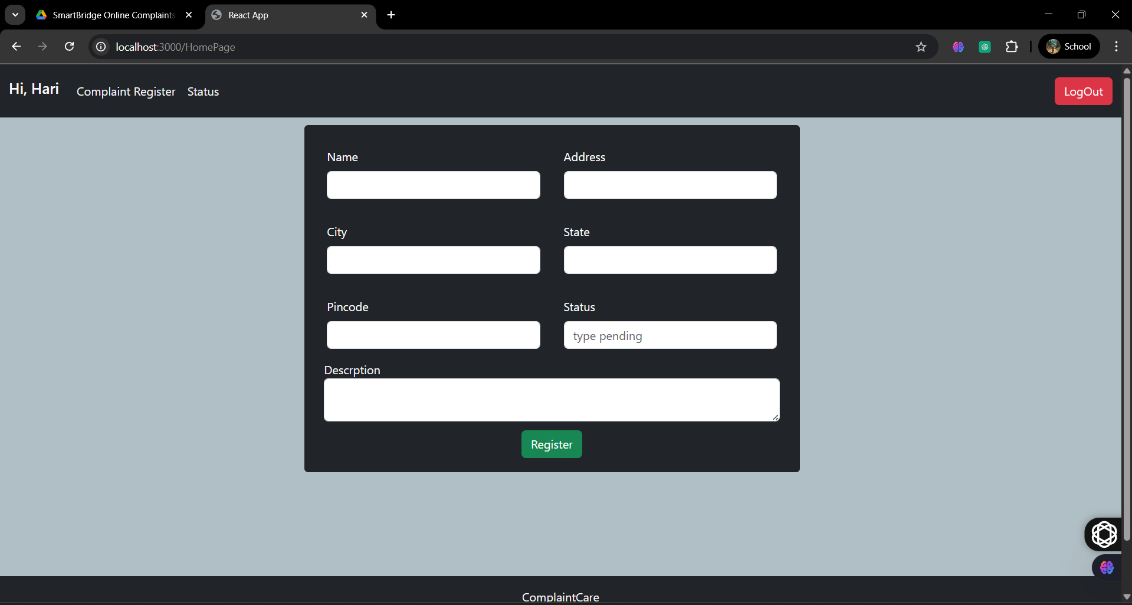


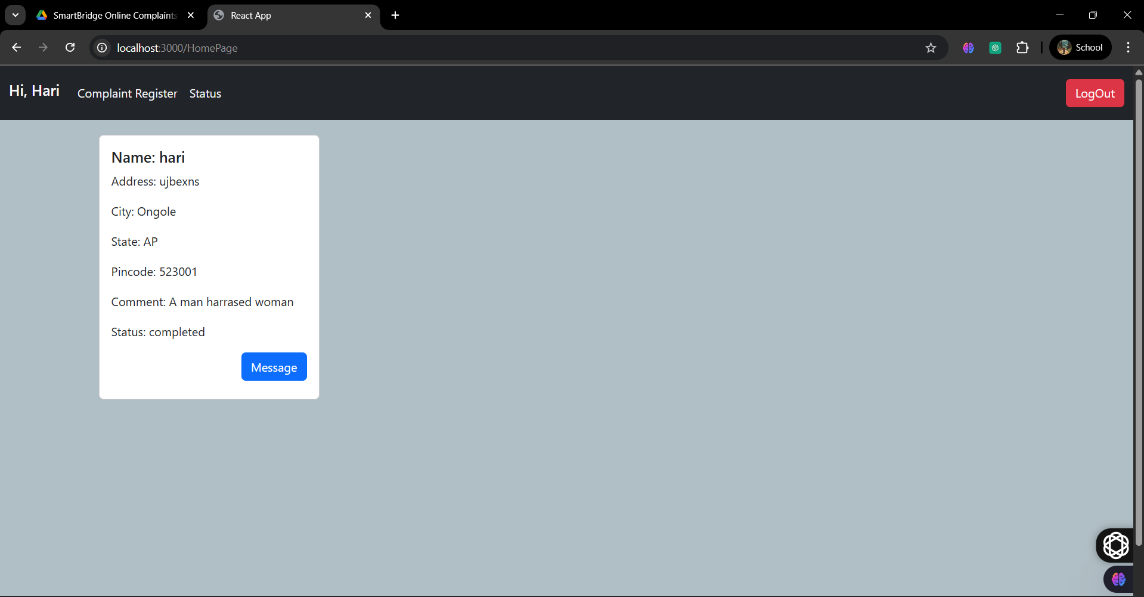
* **Registration For OnlineComplaint**



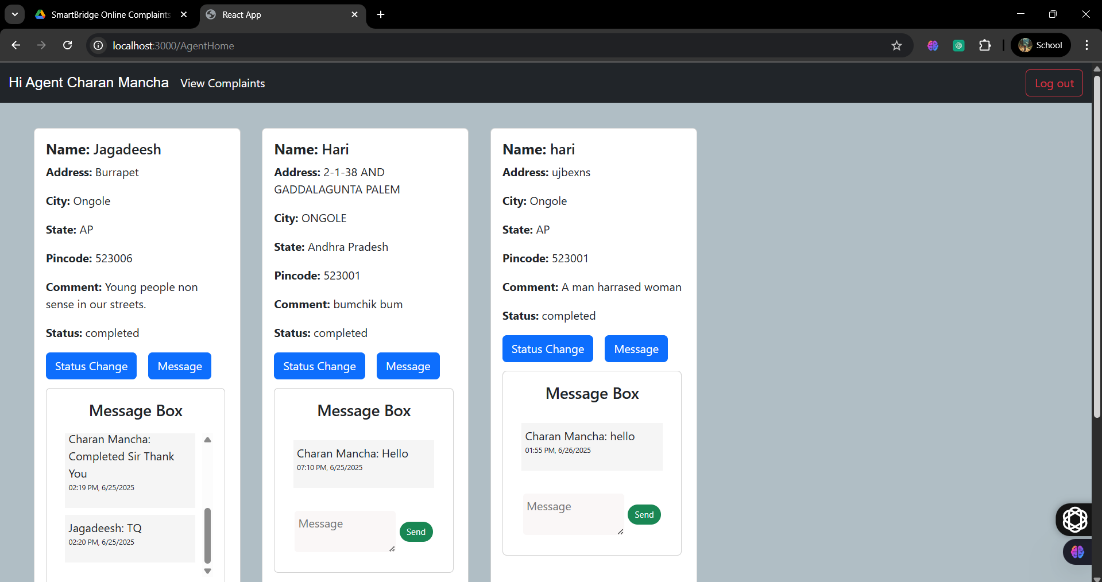


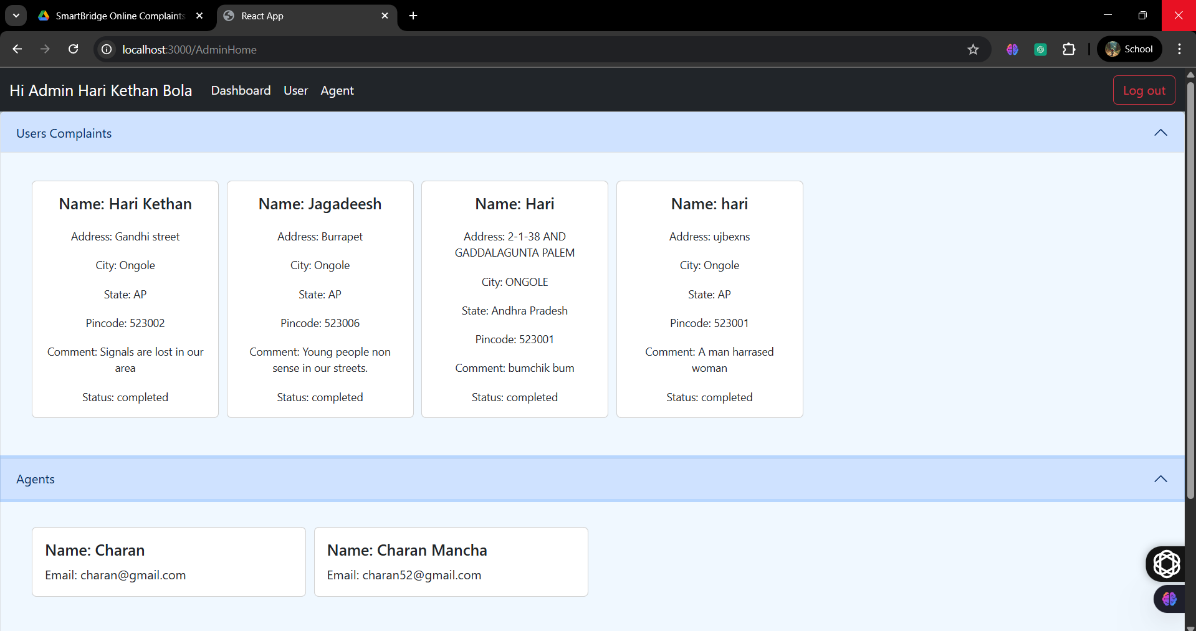
* **User Login :** To raise a Complaint





* **Agent Login**



*  **Admin Login**

**Known Issues**

* No email/SMS notifications yet
* Basic validation on some forms
* Password reset feature missing

**Future Enhancements**

* Add real-time notifications via socket.io
* Email/SMS alerts on status change
* Analytics dashboard for admin
* Mobile app version using React Native
* Improve chat experience with file attachments

**Technical Details**

* Frontend: React.js, Bootstrap, Material UI, Axios
* Backend: Node.js, Express.js, REST API
* Database: MongoDB, Mongoose
* Version control: Git & GitHub
* Deployment ready for cloud (Heroku / Vercel)

**Reference Links**

• **Project Drive link :** <https://drive.google.com/drive/folders/1kP6ZsEKbWHyV73YR7WpO4gnO-yfyy_sL?usp=drive_link>

• **Source code GitHub :** <https://github.com/HariKethanBola/RESOLVENOW>

**END**