



ResolveNow – Online Complaint Registration and Management System

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Overview

ResolveNow is a full-stack web-based platform designed to streamline the complaint registration and management process for users, agents, and administrators. This system enables:

- Seamless complaint submission and tracking by users
- Real-time communication between users and support agents
- Centralized complaint management and monitoring by administrators

It ensures transparency, accountability, and faster resolution of user grievances.

Key Features

-  User Registration & Login
-  Complaint Submission and Status Tracking
-  Real-time Chat between Users and Agents
-  Email Notifications for Important Updates
-  Role-based Dashboards for Admin, Agent, and User
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Technology Stack

Frontend:

- React.js
- Bootstrap / Material UI
- React Router

- Axios

Backend:

- Node.js
- Express.js
- MongoDB (with Mongoose)

Project Folder Structure

ResolveNow/

```
|
|— frontend/      → React-based frontend
|— backend/       → Node.js + Express backend
|— Document/      → Project Report (PDF)
|— Video/         → Demo video (link or file)
|— README.md      → Project overview & setup instructions
└— .gitattributes → Git configuration
```

Steps to Run the Project Locally

👉 Frontend

bash

Copy code

```
cd frontend
```

```
npm install
```

```
npm start
```

👉 Backend

bash

Copy code

```
cd backend  
npm install  
node index.js
```

⚠️ Ensure MongoDB is running locally or connected via MongoDB Atlas.



👉 Frontend

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