Requirement Gathering and Analysis Phase
Solution Architecture

Date	6th July 2024
Team ID	SWTID1720103759
Project Name	Project – Online Complaint and Management System
Maximum Marks	

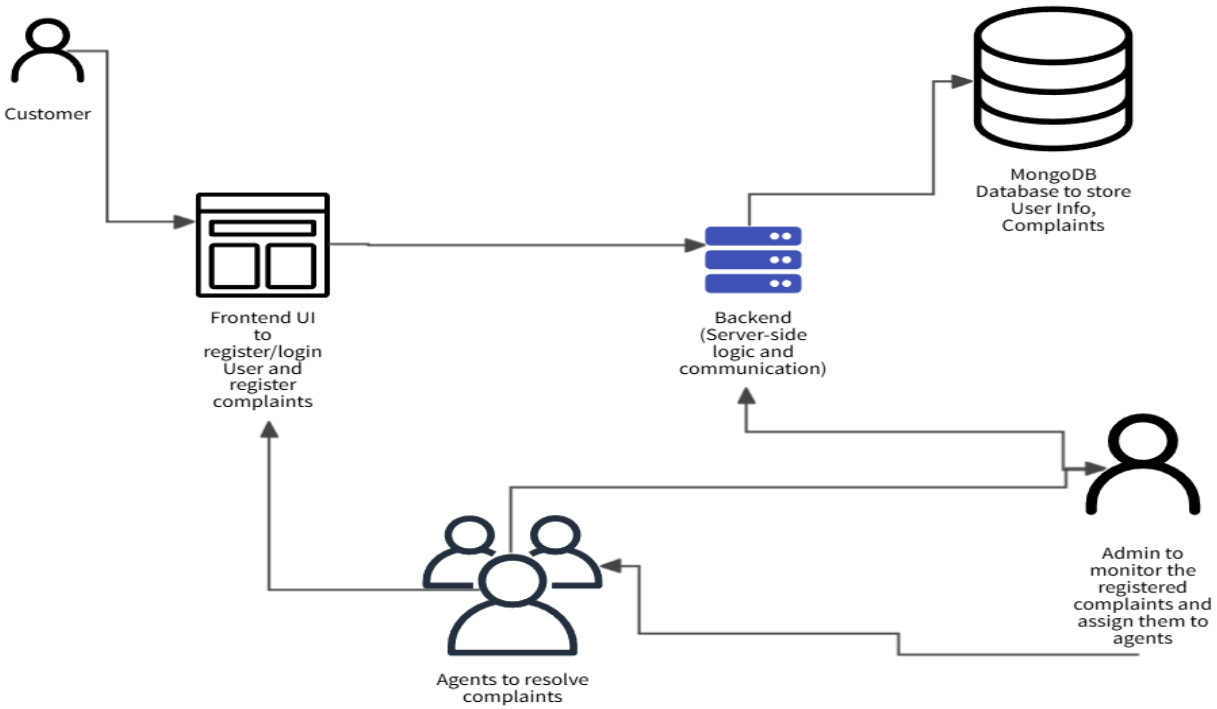
The following main components of this system architecture include:

1. Front-end Web Interface: A responsive, user-friendly web interface built using React.js and CSS framework Boot-Strap. This provides a friendly UI for customers to submit complaints and view their status (as well as a separate interface for administrators to manage the complaint workflow).

2. Back-end API: Node.js server-side (Express.js) modular framework with RESTful APIs that handles the server-side logic, data management, and integration with other services.

3. Database: A NoSQL cloud-based database MongoDB is used along with object-data modelling libraries such as Mongoose for easy handling and management of Data.

4. Authentication and Authorization: Integration with a third-party authentication service (e.g., Auth0, Firebase Authentication) to handle secure user login, access control, and role-based permissions.



Behavioural aspects of the complaint and management system :

1. Complaint Submission: Customers can submit new complaints through an intuitive online form, providing details such as the nature of the complaint, contact information, and any supporting documents.

2. Complaint Tracking: Customers can view the status of their submitted complaints, including any updates or actions taken by the support team, through the web interface.

3. Complaint Management: Administrators can view all submitted complaints, assign them to relevant teams or individuals, add notes and updates, and mark complaints as resolved through the dedicated administrative interface.

4. Reporting and Analytics: Administrators can generate reports on complaint trends, identify recurring issues, and track the performance of the complaint management process, (using the integrated reporting and analytics tools).

6. User and Access Management: Administrators can manage user accounts, roles, and permissions to ensure appropriate access to the system's features and data.