

Solution Architecture

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Project Name: Resolve Now – Your Platform for Online Complaints

Architecture Overview

Resolve Now follows a 3-tier architecture consisting of Presentation Layer (Frontend), Application Layer (Backend), and Data Layer (Database). This architecture ensures smooth interaction between users and the system while securely storing complaint data.

Presentation Layer (Frontend)

Technologies: HTML, CSS, JavaScript. Functions: User Registration, User Login, Submit Complaint, View Complaint Status.

Application Layer (Backend)

Technologies: Python / Java / PHP. Functions: Authentication, Complaint Processing, Status Update, Admin Controls.

Data Layer (Database)

Technology: MySQL. Stores: User Details, Complaint Details, Complaint Status.

System Workflow

User registers and logs in. User submits complaint. Complaint stored in database. Admin reviews complaint. Admin updates complaint status. User views updated status.

Advantages of Architecture

Secure data management, Easy to maintain, Fast processing, Scalable system, User-friendly.

Architecture Diagram

