Project Summary – Shopsmart : Your Digital Grocery Store Experience

Introduction
ResolveNow is an innovative, web-based complaint registration and management platform designed to address the inefficiencies of traditional grievance redressal systems. It provides users with a centralized platform to file complaints, track progress, and communicate directly with assigned agents. With transparency, responsiveness, and real-time interaction at its core, ResolveNow ensures improved accountability and user satisfaction.

Objectives
- Provide a digital medium to register and track complaints efficiently.
- Ensure timely redressal of issues through proper routing and agent assignment. - Enable transparent communication between users and service providers.
- Improve administrative control and monitoring through a dedicated dashboard.

Key Features
1. User Registration and Login:
- Secure registration via email and password
- Option to log in via Gmail or Facebook (optional extensions)

2. Complaint Submission:
   - Users can register complaints by filling a detailed form with optional file attachments.

3. Ordering the groceries:
   - Users can monitor the real-time status of their complaint on their dashboard.

4. Real-Time Chat with Agents:
   - In-app messaging system enables users to communicate with agents to clarify issues.

5. Admin Control Panel:
   - Admins can view all complaints, assign them to agents, and track resolution status.

6. Notification System:
   - Email/SMS notifications are sent to users upon status changes or agent responses.

Technology Stack
- Frontend: React.js, Bootstrap, Material UI
- Backend: Node.js, Express.js
- Database: MongoDB Atlas
- Others: Axios (API calls), Nodemailer (email service), Socket.io (optional for chat)

System Architecture
• Follows a client-server architecture (MERN stack).

- MongoDB Atlas is used for cloud-based data storage.
- The server handles authentication, complaint routing, and chat communication.
- The frontend interacts via RESTful APIs for real-time UI updates and functionality.

Modules

- User Module: Sign up, log in, submit and track complaints.
- Complaint Module: Stores complaint records with timestamps and user details.
- Admin Module: Assigns complaints and monitors system performance.
- Agent Module: Views assigned complaints and communicates with users.
- Chat Module: Facilitates secure user-agent interaction.

Scenario Example

John, a user, faces a product issue. He signs up, submits a complaint, receives updates via email, and chats with an assigned agent. Once resolved, John provides feedback. The admin oversees the process throughout, ensuring accountability.

Impact and Future Enhancements

ResolveNow addresses a major gap in digital grievance management and improves satisfaction through transparency and efficiency. Future plans include:

- Integration of mobile app
- Multilingual support
- Complaint analytics for admins
- Voice/video chat with agents