

Project Design Phase-II
Technology Stack (Architecture & Stack)

Date	21-06-2025
Team ID	LTVIP2025TMID20349
Project Name	Resolve Now: Your Platform For Online Complaints
Maximum Marks	4 Marks

Technical Architecture:

The Resolve Now platform is designed with a scalable 3-tier architecture that includes the presentation layer (frontend), business logic (backend), and data storage layer. The solution ensures performance, security, and ease of integration with third-party APIs (e.g., Stripe for payments).

Table-1 : Components & Technologies:

S.No	Component	Description	Technology
1.	User Interface	Web-based interface for clients, agents, and admin	HTML, CSS, JavaScript / React Js etc.
2.	Application Logic-1	Complaint posting, viewing, and agent assignment logic	Node.js, Express.js
3.	Application Logic-2	Agent dashboard, resolution management, status updates	React js, Node js
4.	Database	Stores users, complaints, chat messages, status updates	MongoDB

Table-2: Application Characteristics:

S.No	Characteristics	Description	Technology
5.	Open-Source Frameworks	Frontend frameworks	React.js, Node.js, BootStrap, Tailwind CSS
6.	Scalable Architecture	3-tier architecture with RESTful APIs	Microservices

References:

[React.js Documentation](#)

[Node js Best Practice](#)

[JSON Web Server Reference](#)

<https://medium.com/the-internal-startup/how-to-draw-useful-technical-architecture-diagrams-2d20c9fda90d>