**Project Design Phase-II**

**Technology Stack (Architecture & Stack)**

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| 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** |
| --- | --- | --- | --- |
|  | User Interface | Web-based interface for clients, agents, and admin | HTML, CSS, JavaScript / React Js etc. |
|  | Application Logic-1 | Complaint posting, viewing, and agent assignment logic | Node.js, Express.js |
|  | Application Logic-2 | Agent dashboard, resolution management, status updates   |  | | --- | |  | | React js, Node js |
|  | Database | Stores users, complaints, chat messages, status updates | MongoDB |

**Table-2: Application Characteristics:**

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

**References:**

[**React.js Documentation**](https://react.dev/)

[**Node js Best Practice**](https://nodejs.org/en/learn/getting-started/introduction-to-nodejs)

[**JSON Web Server Referance**](https://www.npmjs.com/package/json-server)

[**https://medium.com/the-internal-startup/how-to-draw-useful-technical-architecture-diagrams-2d20c9fda90d**](https://medium.com/the-internal-startup/how-to-draw-useful-technical-architecture-diagrams-2d20c9fda90d)