

# Project Report: ResolveNow - Online Complaint Registration and Management System

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**1. Title:** ResolveNow - Online Complaint Registration and Management System

**2. Objective:** To develop a centralized platform that allows users to submit, track, and resolve complaints efficiently, ensuring transparency, accountability, and enhanced customer satisfaction.

**3. Introduction:** In many organizations, managing complaints manually is inefficient and time-consuming. ResolveNow provides an automated, secure, and user-friendly solution for complaint handling. It empowers users to register grievances and track them in real time while allowing administrators and agents to handle complaints systematically.

**4. Scope:** ResolveNow serves users, agents, and administrators. It enables:

- Secure registration and login for users
- Complaint filing with supporting documents
- Tracking of complaint status
- Real-time messaging between users and agents
- Admin panel for monitoring and assignment

**5. Features:**

- User registration and authentication
- Secure complaint submission
- Email/SMS notifications
- Real-time chat with assigned agents
- Admin dashboard
- Complaint status tracking

**6. Tools & Technologies Used:**

- **Frontend:** React.js, Bootstrap, Material UI
- **Backend:** Node.js, Express.js
- **Database:** MongoDB Atlas
- **Other Libraries:** Axios, React-Router, Socket.io (optional for real-time chat)
- **Hosting:** Localhost for development, GitHub for version control

**7. System Architecture:** The application follows a client-server architecture:

- The **client (frontend)** handles UI and sends HTTP requests to the server.
- The **server (backend)** processes the logic, interacts with MongoDB Atlas, and sends responses.
- **MongoDB Atlas** stores user, complaint, and message data.

**8. Modules Description:**

- **User Module:** Handles sign-up, login, complaint submission, and status tracking.
  - **Agent Module:** Manages assigned complaints and interacts with users.
  - **Admin Module:** Assigns complaints, monitors status, and manages users/agents.
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- **Complaint Module:** Stores and retrieves complaint data.
- **Chat Module:** Enables communication between users and agents.

### 9. ER Diagram Overview:

- Entities: User, Complaint, Agent, Admin, Message
- Relationships: One-to-many (User-Complaint), One-to-one (Complaint-Agent), One-to-many (Complaint-Messages)

**10. Scenario Illustration:** John faces a product issue, registers on ResolveNow, submits a complaint, chats with the agent, and gets resolution. Admin monitors and assigns the complaint to the appropriate agent.

### 11. Security Measures:

- Password hashing
- JWT-based authentication (optional for advanced security)
- HTTPS for data encryption (in deployment)
- Role-based access control

**12. Conclusion:** ResolveNow is a robust platform that automates and simplifies complaint handling, promoting transparency, accountability, and faster resolutions. It can be extended with advanced features like analytics, escalation workflows, and multilingual support.

### 13. Future Enhancements:

- Add voice/video chat support
- Mobile app integration
- Complaint categorization and priority tags
- Advanced admin analytics dashboard

### 14. Screenshots:

- Home page with dark/light mode toggle
- Complaint submission form
- Real-time chat window
- Admin dashboard
- Complaint status tracker

### 15. References:

- ReactJS Documentation
  - Node.js Official Docs
  - MongoDB Atlas
  - Bootstrap & Material UI
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### 16. Acknowledgment:

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**GitHub Repository:** [https://github.com/Sahithichittoory/ResolveNow\\_Your-Platform-for-online-complaints.git](https://github.com/Sahithichittoory/ResolveNow_Your-Platform-for-online-complaints.git)

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