FullStackDevelopmentwithMERN

Project Documentation format

1. Introduction

• **ProjectTitle:**ResolveNow:ComplaintRegistrationandManagement

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2. ProjectOverview

• **Purpose:**ResolveNowaimstostreamlinethecomplaint managementprocessbyallowing userstoregister issues, tracktheir status, and interact with agents. It provides a centralized, secure, and user-friendly web application for efficient complaint resolution.

• Features:

- UserRegistration/Login
- ComplaintSubmission
- StatusTracking
- Real-timeMessaging
- Role-BasedAccessforAdmins, Agents, and Users
- Complaint AssignmentbyAdmin
- AgentDashboardforComplaintHandling

3. Architecture

- **Frontend:**BuiltusingReact.jswithReactRouterfornavigation.StyledusingBootstrap and MDB React UI Kit. Axios is used for HTTP communication.
- **Backend:**BuiltusingNode.jsandExpress.js.ContainsRESTfulAPIendpointsforusers, complaints, messages, and assignments.
- **Database:**MongoDBwithMongooseODMisusedtostoreuser details, complaints, assigned complaints, and messages. Schemas are defined for each collection.

4. SetupInstructions

- Prerequisites:
 - Node.js(v14+)

- npm
- MongoDBinstalled locallyorMongoDBAtlas

• Installation:

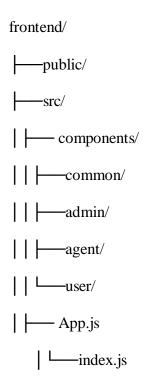
```
#Clonetheproject
gitclonehttps://github.com/your-username/ResolveNow.git cd
ResolveNow

#SetupBackend
cd backend
npminstall
nodeindex.js#oruse nodemon

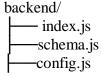
#SetupFrontend
cd ../frontend
npm install
npmstart
```

5. FolderStructure

• **Client:**DescribethestructureoftheReactfrontend.



• Server: Explaintheorganization of the Node. jsbackend.



6. Runningthe Application

- Providecommandstostartthefrontendandbackendserverslocally.
 - o Frontend:cd

```
frontend
npm start
```

o Backend:

cd backend
nodeindex.js

7. APIDocumentation

- POST/SignUp-Registerauser
- POST/Login-Loginuser
- POST/Complaint/:id-Registeracomplaint byuserID
- **GET**/status/:id-**GetcomplaintsbyuserID**
- POST/messages—Sendamessage
- GET/messages/:complaintId-Getmessagesbycomplaint ID
- **GET**/AgentUsers—Fetchallagents
- **GET**/OrdinaryUsers-Fetchallordinaryusers
- DELETE/OrdinaryUsers/:id-Deleteauserandtheir complaint
- PUT/user/:id-Updateuser details
- PUT/complaint/:complaintId-Updatecomplaintstatus
- POST/assignedComplaints-Assigncomplaintto agent

8. Authentication

- Basicauthenticationusingemailandpassword.
- SessiondataisstoredinlocalStorageontheclientside.
- Notokensusedyet—couldbeenhancedusingJWTforbettersecurity.

9. UserInterface

- ResponsiveBootstrapdesign
- Role-baseddashboards:Admin,Agent,User
- Complaintform, statustracker, and chatinterface
- Cleannavigationandfeedbackmessages
- Dark-themednavbarandcards

10. Testing

FrontendTesting:

- ManualtestingwithReactDeveloper Tools
- Formvalidationusing Bootstrap

Backend Testing:

- APItestingusingPostmanorThunderClient
- MongoDBtestingwithMongoDBCompass

11. ScreenshotsorDemo

 https://drive.google.com/file/d/1EbZcS3YRYe0345D6UeuFjGZNG4rVR G-Nla/view?usp=drivesdk

12. KnownIssues

- Noemail/SMS integrationyetfornotifications
- Nopasswordhashing(authenticationsecuritycouldbeimproved)
- Nofileuploadsforcomplaintproofs

13. FutureEnhancements

- AddJWT-basedauthentication
- Implementemail/SMSnotifications
- Adddocument/imageuploadforcomplaints
- Integratepaginationandsearch
- BuildadashboardanalyticsforAdmin
- Role-basedaccessmiddlewareinbackend