ResolveNow: Your Platform for Online Complaints

Project Overview

ResolveNow is a full-stack complaint management platform developed using React.js (frontend), Node.js and Express.js (backend), and MongoDB (database). The platform facilitates ordinary users in raising complaints, while empowering administrators and assigned agents to track, resolve, and communicate about complaints effectively. The system is designed to enhance transparency, streamline workflow, and improve the resolution rate of registered complaints.

Purpose

- Provide a centralized platform for complaint registration and resolution.
- Enable transparent communication between citizens, agents, and administrators.
- Automate status tracking and agent performance evaluation.
- Allow admin to manage users, agents, and overall complaint lifecycle.
- Improve accountability through status updates and chat-based feedback system.

Key Features Added by Developer (Enhancements)

- Redesigned the UI for a clean, smooth, and user-friendly interface.
- Created a modular folder structure for easier scalability and maintenance.
- Implemented help desk modules for both user and admin roles.
- Developed agent statistics tracking system:
    - Total number of complaints assigned.
    - Total complaints marked as completed.
    - Real-time in-progress complaint count.
- Improved complaint assignment mechanism for admin:
    - Dropdown-based easy agent assignment.
    - Prevented reassignment of already assigned complaints.
- Enhanced login and signup pages with responsive design and cleaner UI.
- Rebuilt dashboard for improved clarity and usability.
- Scoped CSS for all components to avoid global style conflicts.

Newly Added Analytical Feature Highlights

- Admin can view:
  - Each agent's performance (assigned vs completed complaints).
  - Agent-wise complaint list and associated statuses.
- User can view:
  - Agent name assigned to their complaint.
  - Status of their complaint (Pending/In Progress/Completed).
- Real-time updates across dashboard with minimal refresh using `localStorage` sync trigger.

Problem Statement

Traditional systems for handling user complaints lack:

- Clear tracking and communication mechanisms.
- Defined agent responsibility for issues.
- Scalability across multiple user roles.
- Visibility into resolution progress.

ResolveNow addresses these gaps through a fully role-based application (Admin, Agent, User) and adds real-time communication via chat.

Frontend Technology Stack

- React.js
- Axios
- Bootstrap
- Material UI
- React Icons
- React-Router
- Toastify (for alerts)

Backend Technology Stack

- Node.js
- Express.js
- MongoDB + Mongoose
- Body-parser, Bcrypt (for security and encryption)
- RESTful API

Modules Implemented

1. **User Module**
    - Register complaint
    - View assigned agent & status
    - View message history and chat
2. **Admin Module**
    - Assign agent to complaints
    - View agent info and performance stats
    - View all user complaints
    - Manage agent and user accounts
3. **Agent Module**
    - View assigned complaints
    - Mark complaints as completed
    - Chat with users
4. **Chat System**
    - Integrated across User & Agent dashboards
    - Live communication for complaint clarification

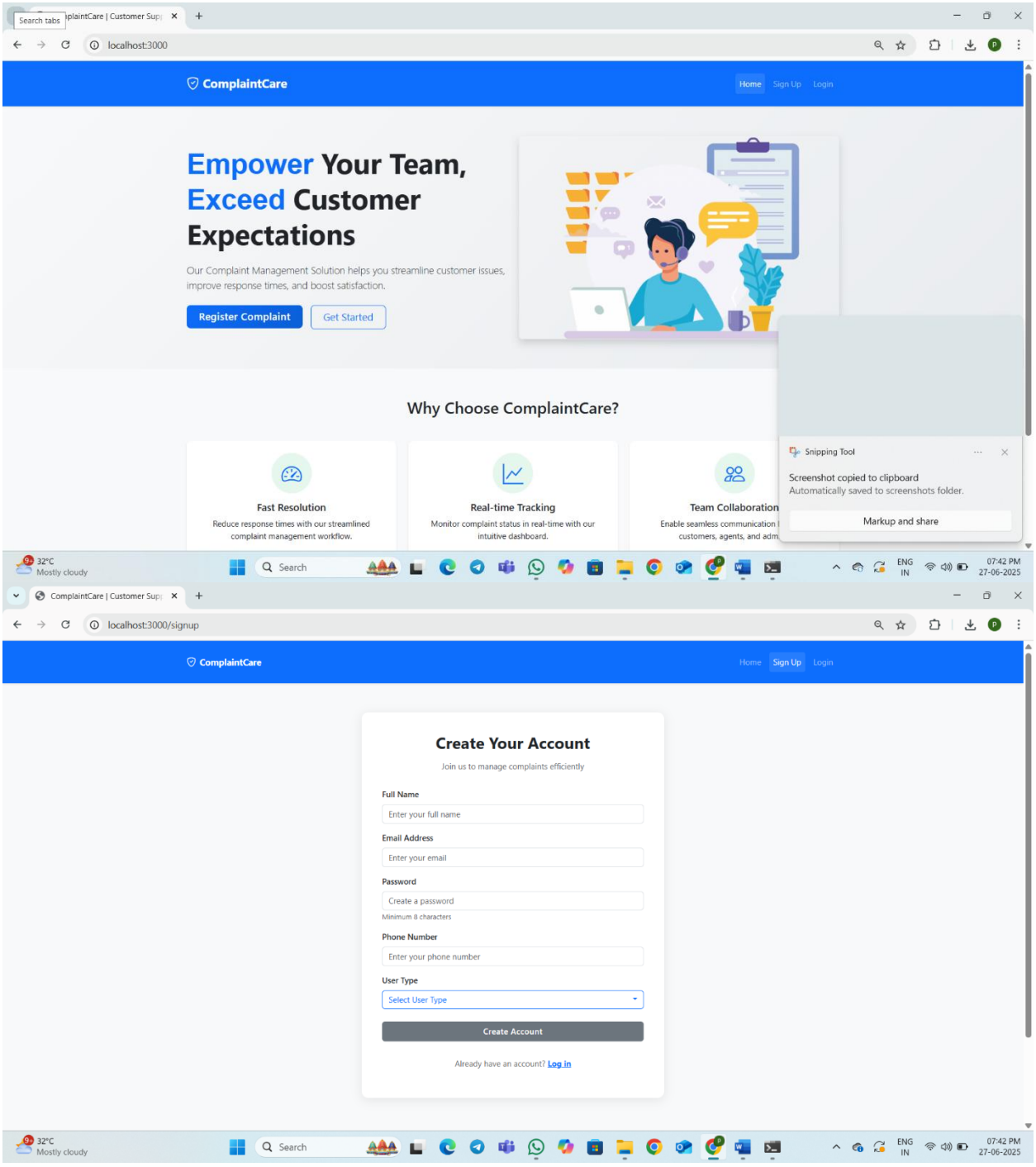
System Flow Summary

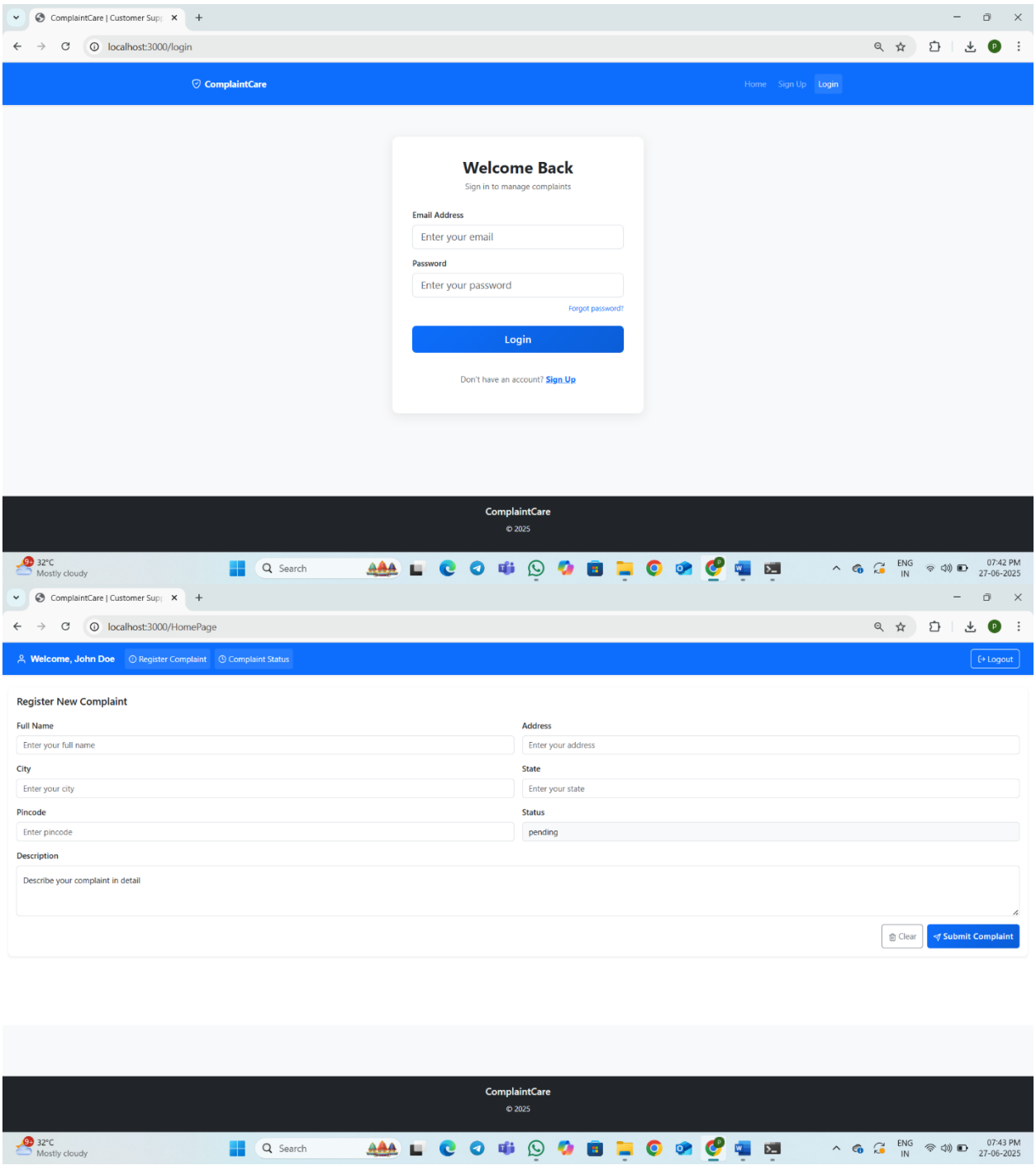
1. User submits a complaint.
2. Admin assigns the complaint to an agent.
3. Complaint appears in Agent Dashboard.
4. Agent marks complaint completed after resolution.
5. Status updates reflect in both Admin & User dashboards.

Agent Performance Calculation Logic

- **Assigned**: Increments when admin assigns a new complaint.
- **In Progress**: Equal to Assigned - Completed.
- **Completed**: Increments when agent marks a complaint as resolved.
- Only one agent can be assigned per complaint.

Photos / Screenshots




ComplaintCare | Customer Sup
localhost:3000/login
ComplaintCare
Home
Sign Up
Login
Welcome Back
Sign in to manage complaints
Email Address
Enter your email
Password
Enter your password
Forgot password?
Login
Don't have an account? Sign Up
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ComplaintCare | Customer Sup
localhost:3000/HomePage
Welcome, John Doe
Register Complaint
Complaint Status
Logout
Register New Complaint
Full Name
Enter your full name
Address
Enter your address
City
Enter your city
State
Enter your state
Pincode
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Status
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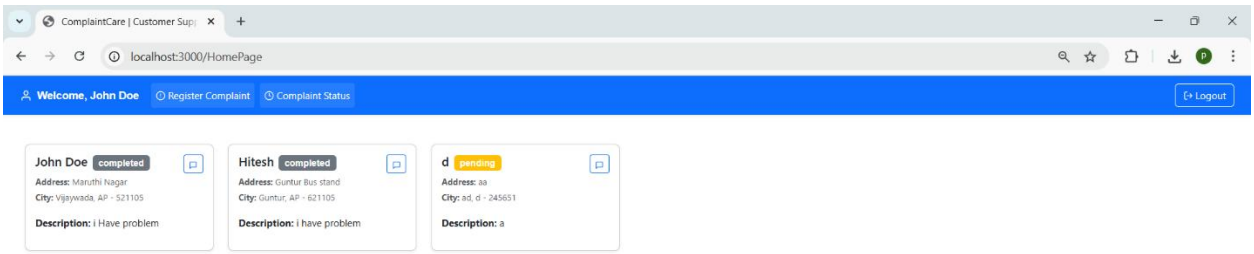
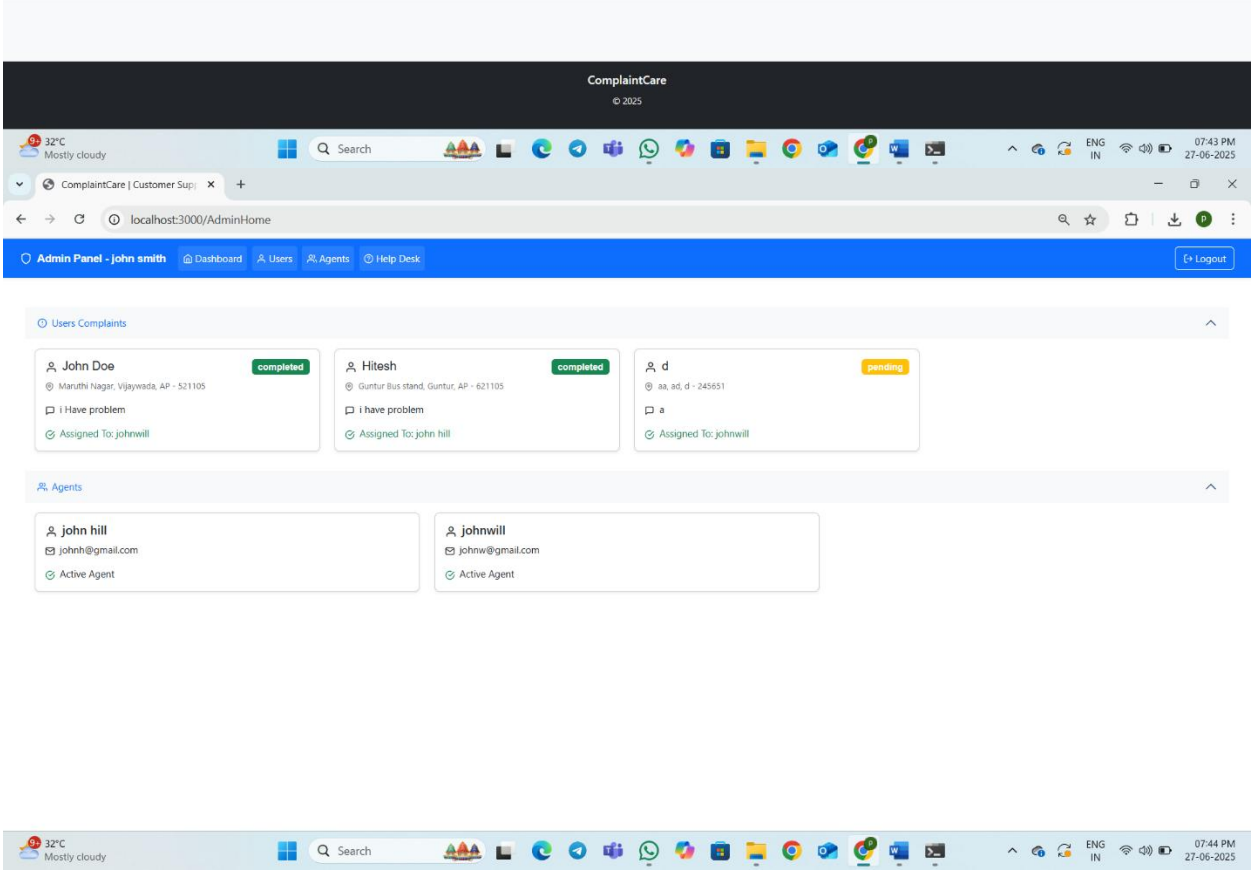

ComplaintCare | Customer Sup
localhost:3000/HomePage
Welcome, John Doe
Register Complaint
Complaint Status
Logout
John Doe completed
Address: Maruthi Nagar
City: Vijaywada, AP - 521105
Description: i Have problem
Hitesh completed
Address: Guntur Bus stand
City: Guntur, AP - 621105
Description: i have problem
d pending
Address: aa
City: ad, d - 245651
Description: a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ComplaintCare | Customer Sup
localhost:3000/AdminHome
Admin Panel - john smith
Dashboard
Users
Agents
Help Desk
Logout
Users Complaints
John Doe completed
Maruthi Nagar, Vijaywada, AP - 521105
i Have problem
Assigned To: johnwill
Hitesh completed
Guntur Bus stand, Guntur, AP - 621105
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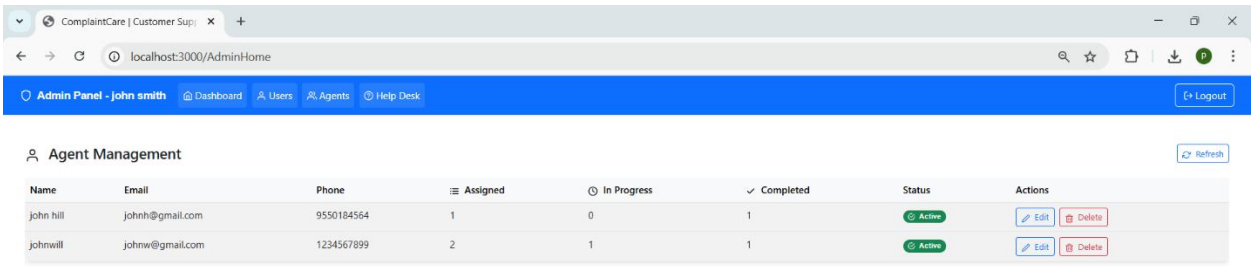
ComplaintCare | Customer Sup
localhost:3000/AdminHome
Admin Panel - john smith
Dashboard
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Help Desk
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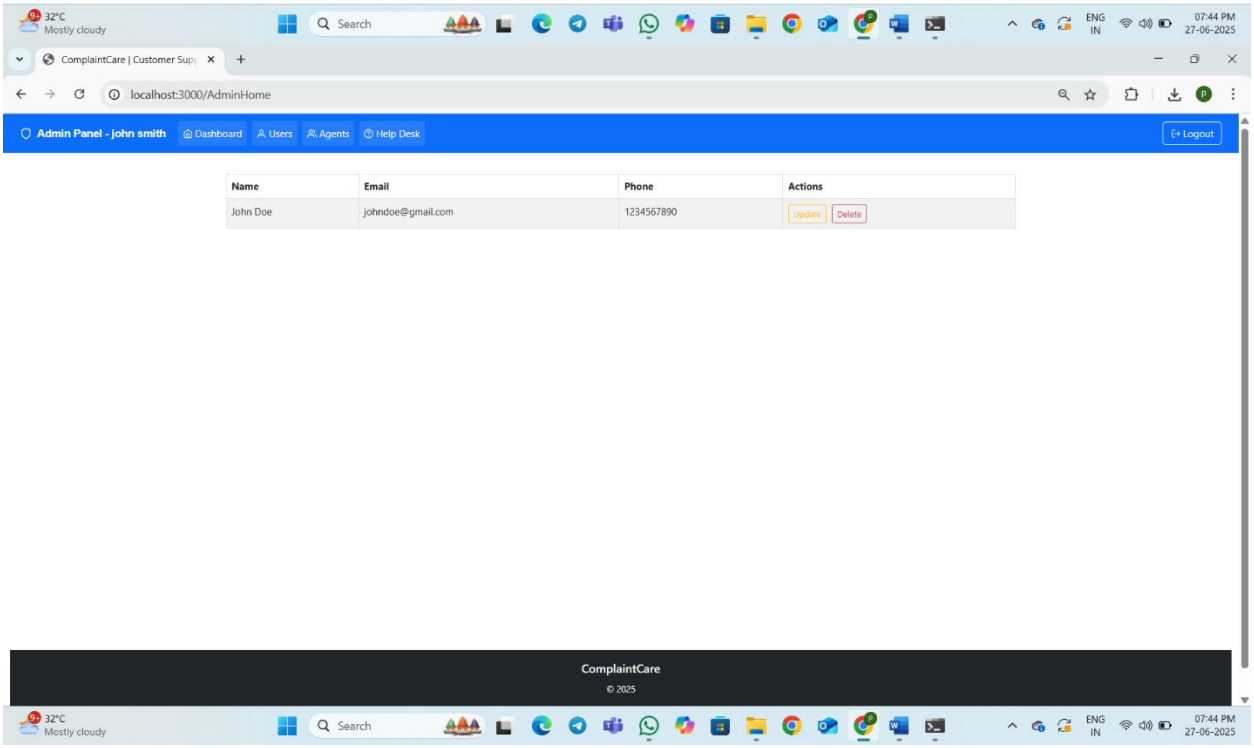
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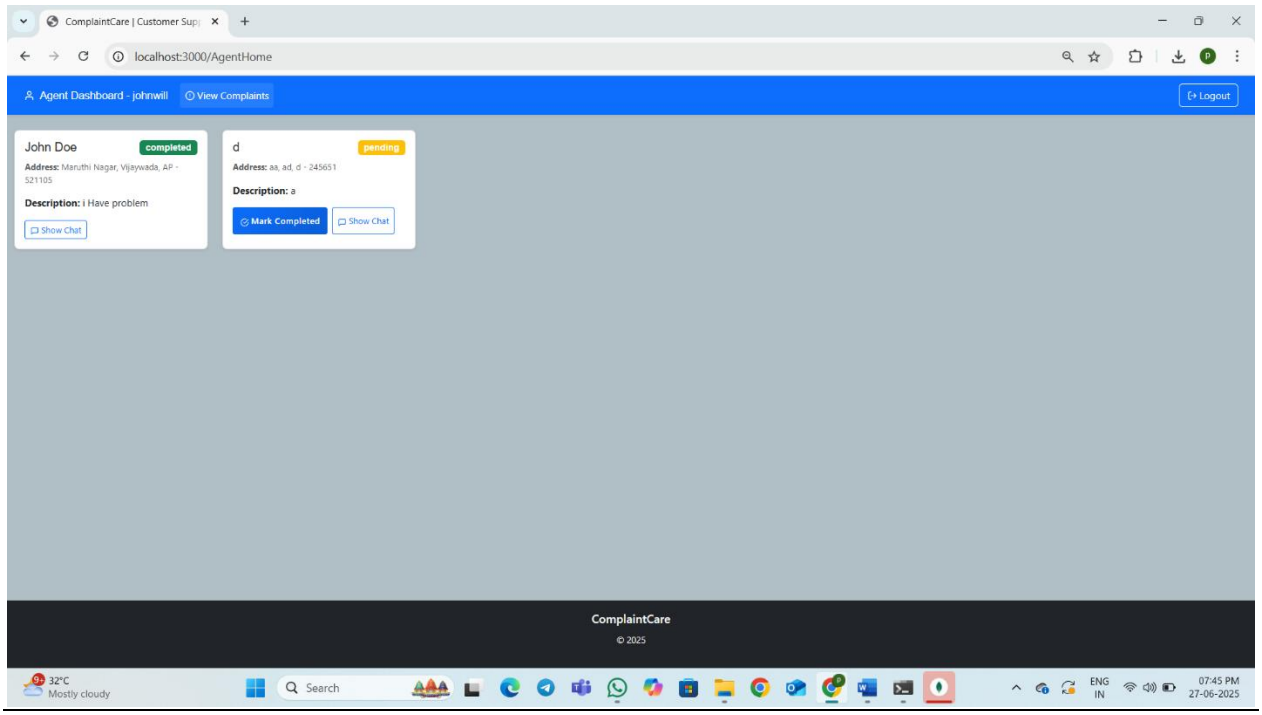

Conclusion

ResolveNow represents a functional and scalable online platform that supports digital governance through simplified complaint redressal. With real-time status tracking, role-specific interfaces, and modern UI, it improves operational efficiency and user satisfaction. The enhancements made during this guided project greatly improved both technical robustness and user experience.