

## Project Design Phase Solution Architecture

Date	18 -06-2025
Team ID	LTVIP2025TMID53208
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	4 Marks

### Solution Architecture:

The solution architecture for ResolveNow is designed to deliver a secure, user-friendly, and scalable complaint management platform. It allows users to register complaints, track their status, and communicate with assigned agents. The system ensures transparency, proper role management, and smooth communication between users, agents, and admins. The architecture supports responsive UI, real-time updates, and efficient data handling.

It enables high availability for multiple users, streamlined workflow for agents, and administrative control for monitoring complaints and agent performance

## **Core Features:**

### **User Registration & Authentication:**

**Secure sign-up/login system with role-based access control for:**

User: Register complaints and track their status.

Agent: View assigned complaints, respond to users, and update status.

Admin: Manage users, agents, and oversee all complaints.

### **Complaint Management:**

Users can raise complaints with categories and descriptions.

Agents can view, prioritize, and resolve complaints.

Admins can assign agents and monitor resolution progress.

### **Real-Time Communication:**

Secure Chat Window between user and assigned agent for quick resolution.

Notification system for complaint updates and responses.

### **Status Tracking & Transparency:**

Complaint status updates: Pending, In Progress, Resolved.

Users get real-time visibility on complaint progress.

Admin dashboard for monitoring overall platform activity.

### **Reports & Analytics:**

Admin can view complaint trends, resolution times, and agent performance.