

# ResolveNow: Your Platform for Online Complaints

## Abstract

ResolveNow is an Online Complaint Registration and Management System designed to simplify the process of submitting, tracking, and resolving complaints. It helps individuals and organizations handle issues efficiently by providing a centralized, secure, and user-friendly platform. The system enhances customer satisfaction by offering real-time tracking, intelligent complaint routing, and smooth interaction with agents.

## Introduction

In today's digital era, complaint handling plays a crucial role in improving user trust and satisfaction. Traditional complaint processes are often slow, unorganized, and lack transparency. ResolveNow addresses these challenges by providing a centralized platform where users can register complaints, track their status, and communicate directly with agents. It empowers organizations to optimize their safety and service management systems, while ensuring regulatory compliance and secure handling of data.

## Key Features

1. User Registration: Secure account creation for complaint submission and tracking.
2. Complaint Submission: Users can enter details, upload documents, and provide supporting information.
3. Tracking & Notifications: Real-time status updates and notifications via email or SMS.
4. Interaction with Agent: Direct communication channel between users and assigned agents.
5. Assigning & Routing Complaints: Automated allocation to the right department or personnel.
6. Security & Confidentiality: Data protection measures including authentication, encryption, and access controls.

## Scenario

John, a customer, encountered a defective product and decided to file a complaint through ResolveNow. He registered, submitted details with attachments, and received real-time updates. An agent, Sarah, was assigned and communicated with John through the system. The company resolved the issue with a replacement or refund. John gave positive feedback, appreciating the transparency and quick resolution. Meanwhile, the admin monitored and assigned complaints, ensuring smooth operations.

## Technical Architecture

ResolveNow follows a client-server architecture. The frontend, built using React with Bootstrap and Material UI, provides an intuitive interface. Axios is used to make API calls to the backend. The backend is powered by Express.js to handle logic and routes, while MongoDB stores user and complaint data. Socket.io enables real-time communication for notifications and messaging. Together, these technologies ensure efficient complaint registration, tracking, and resolution.

## **Conclusion**

ResolveNow is an effective solution for modern complaint management. By integrating real-time tracking, secure data handling, and intelligent routing, it provides transparency and trust for users while simplifying operations for organizations. The system bridges the gap between customers and service providers, ensuring quicker resolutions and improved satisfaction.