

# ResolveNow: Online Complaint Registration and Management System

## Project Overview:

ResolveNow is a web-based platform designed to streamline the complaint handling process for customers, agents, and administrators. It enables users to register complaints, track their status, interact with agents, and ensures efficient resolution and management.

## Key Features:

- User Registration and Login
- Complaint Submission with attachments
- Real-time tracking and email/SMS notifications
- Role-based access: Admin, Agent, and Ordinary User
- Secure data handling with authentication
- Admin dashboard for complaint assignment and oversight
- Built-in chat system between user and agent

## Technical Stack:

- Frontend: ReactJS, Bootstrap, Material UI, Axios
- Backend: Node.js, Express.js
- Database: MongoDB
- Real-time Features: Socket.io, WebRTC (for future expansion)

## System Architecture:

The platform follows a client-server model:

- The frontend communicates with the backend via RESTful APIs.

- Backend processes requests, communicates with MongoDB, and returns responses.
- Role-based routing ensures users only see relevant components.

### **How to Run the Project:**

1. Clone or download the repository.
2. Navigate to the 'backend' folder and run: `npm install npx nodemon index.js`
3. In a separate terminal, go to the 'frontend' folder and run: `npm install npm start`
4. Open `http://localhost:3000` in your browser to use the app.

### **Scenario Example:**

A user named John logs in, submits a complaint about a defective product, and interacts with an assigned agent. The admin monitors and assigns the complaint to an agent. The complaint is resolved and closed, and the user provides feedback.

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