**Project Development Phase**

**Model Performance Test**

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| Date | 21 JUNE 2025 |
| Team ID | LTVIP2025TMID46184 |
| Project Name | ResolveNow: Your Platform for Online Complaints |
| Maximum Marks |  |

**Model Performance Testing:**

Project team shall fill the following information in model performance testing template.

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| **S.No.** | **Parameter** | **Screenshot / Values** |
|  | Data Rendered | - Total complaints displayed: 120+ (example)  - Screenshot of Dashboard.js showing complaint list  - Includes: Complaint ID, Status, Assigned Agent, Date |
|  | Data Preprocessing | - On backend (Node.js): removes null fields, standardizes timestamps  - On frontend (React): sorts complaints by newest, filters resolved/unresolved  Example: const sorted = complaints.sort((a, b) => new Date(b.date) - new Date(a.date)); |
| 3. | Utilization of Data Filters | - Filters implemented in dashboard: - By status: Open, In Progress, Resolved - By department - By date range - Screenshot of filters dropdowns in Dashboard.js or admin panel |
| 4. | DAX Queries Used | ❌ Not applicable unless using Power BI  ✅ If using Power BI, example DAX: ResolvedRate = DIVIDE(COUNT(Complaints[Status] = \"Resolved\"), COUNTROWS(Complaints)) |
| 5. | Dashboard design | - No. of visualizations/graphs: **4**  - Bar chart: Complaints by Department  - Pie chart: Status Distribution (Open/In Progress/Resolved)  - Line chart: Complaints Over Time  - Table/Grid: Latest 10 complaints |
| 6 | Report Design | - No. of reports/sections: **2**  1. **User Report** – Submitted complaints, status  2. **Admin Report** –Agent performance, unresolved count |