**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** | **Values** |
|  | Data Rendered | Complaint data rendered from MongoDB via backend API. Includes fields: Complaint ID, User Info, Date, Category, Status, Assigned Agent |
|  | Data Preprocessing | Data cleaned and normalized: - Removed null/duplicate entries - Standardized date formats - Classified complaints by category and urgency |
| 3. | Utilization of Filters | Filters implemented in the dashboard: - Complaint Status (Open, In-Progress, Resolved) - Date Range - Complaint Category - Assigned Agent |
| 4. | Calculation fields Used | - Total Complaints - % Resolved Complaints - Average Resolution Time - Complaints per Agent - Complaint Escalation Rate |
| 5. | Dashboard design | **No. of Visualizations / Graphs**: 6  Includes: - Complaint Status Pie Chart - Category-wise Bar Graph - Agent-wise Complaint Load - Resolution Time Trend Line - Heatmap by Location - User Feedback Summary |
| 6 | Story Design | **No. of Visualizations / Graphs**: 4  Includes: - Time-based complaint resolution story - Escalation trends - Service department performance - Complaint hotspots over time |