ResolveNow: Online Complaint Registration and Management System

# Overview

ResolveNow is a user-friendly software solution designed to streamline the process of submitting, tracking, and resolving complaints or issues encountered by individuals or organizations. It provides a centralized platform for efficient complaint management, allowing users to securely register complaints, track their progress in real-time, and interact with assigned agents for issue resolution.

# Key Features

- User registration and login

- Complaint submission and tracking

- Real-time notifications via email/SMS

- Agent-user interaction through in-app messaging

- Admin panel for complaint assignment

- Security and confidentiality with encryption & role-based access

# Scenario Example: John's Journey

John buys a faulty product and uses ResolveNow to submit a complaint. He signs up, logs in, and submits the details along with images. The system assigns an agent, Sarah, to handle the issue. John and Sarah communicate via chat. The issue is resolved with a refund and John provides feedback. Meanwhile, the admin monitors the process and ensures proper resolution.

# Technical Architecture

ResolveNow uses a client-server model. The frontend is built with React using Bootstrap and Material UI for UI components. It connects to the backend via RESTful APIs using Axios. The backend is built with Express.js and Node.js, managing routing and business logic. MongoDB handles database operations.

Socket.io may be used for real-time communication (e.g., chat).

# System Components

- Frontend: React, React Router, Axios, Bootstrap, MUI

- Backend: Node.js, Express.js

- Database: MongoDB

- Optional Real-Time: Socket.io, WebRTC

# Step-by-Step Setup Guide

1. Clone the repository: git clone <repo-url>

2. Backend Setup:

- cd backend

- npm install

- Create .env file with MongoDB URI

- npm start

3. Frontend Setup:

- cd frontend

- npm install

- npm start

4. Access at http://localhost:3000

# GitHub Repository Setup

1. git init

2. git add .

3. git commit -m "Initial Commit"

4. gh repo create ResolveNow --public --source=. --remote=origin

5. git push -u origin main