

Loopio: Smart Grievance and Feedback Management System

A Modern Full-Stack Solution for Efficient Feedback Handling

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Project Overview: Bridging the Feedback Gap

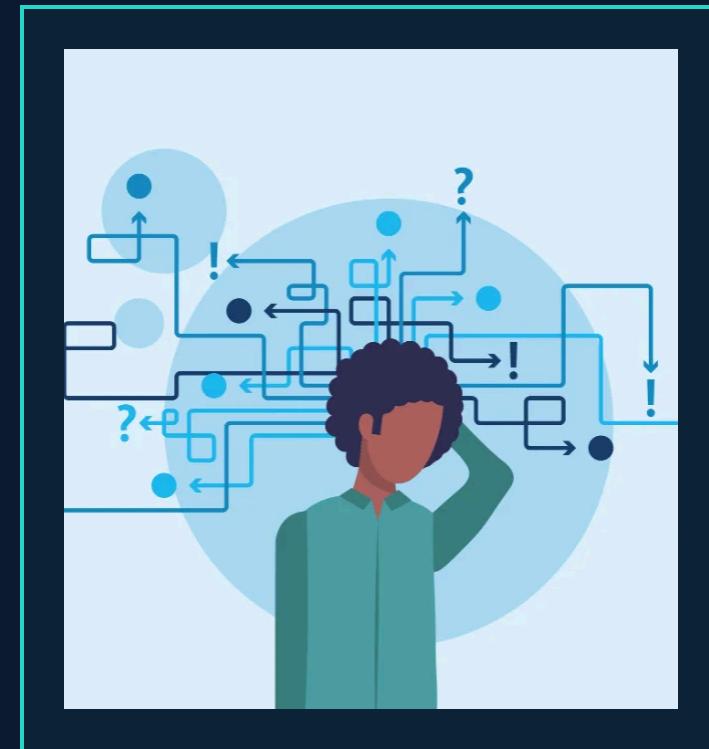
Loopio is a modern full-stack feedback management system designed to streamline how organizations collect, manage, and act on user feedback.

GOAL

To provide a seamless platform for users to submit feedback and for administrators to efficiently manage, track, and resolve it.

KEY FEATURES

- **User-friendly submission and status tracking** – Intuitive interface for feedback submission with real-time status updates
- **Comprehensive admin control** – Full management of feedback and user accounts with role-based access
- **Analytics and reporting** – Data-driven insights for informed decision-making



Robust and Modern Architecture

Built with a high-performance, full-stack JavaScript ecosystem



FRONTEND

- ◆ React.js
- ◆ Vite
- ◆ React Router
- ◆ Axios
- ◆ Custom CSS

Fast development, component-based UI, excellent performance

BACKEND

- ◆ Node.js
- ◆ Express.js
- ◆ Mongoose
- ◆ JWT Auth
- ◆ Bcrypt

Scalable, non-blocking I/O, robust RESTful API foundation

DATABASE

- ◆ MongoDB
- ◆ Mongoose ODM
- ◆ Atlas/Local
- ◆ Schema Validation

Flexible NoSQL database for rapid iteration and diverse feedback data

Role-Based Functionality

Tailored experiences for different stakeholders

USER

User Dashboard

CORE FUNCTIONALITY

- Submit new feedback
- Track submission status
- View feedback history
- Manage profile

ADMIN

Admin Dashboard

CORE FUNCTIONALITY

- View all feedback
- Assign to developers
- Access analytics
- User management
- Generate reports

DEVELOPER

Developer Dashboard

CORE FUNCTIONALITY

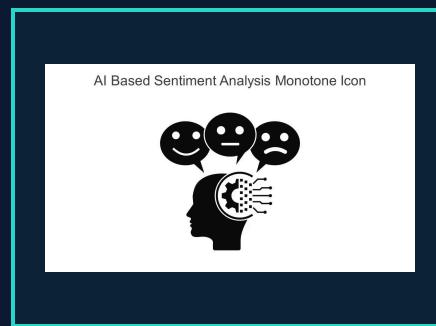
- View assigned feedback
- Update feedback status
- Add resolution notes
- Track assignments

Future Scope: Evolving Loopio

Strategic Pillars: Automation, Integration, and Accessibility

- **AI & Automation**

Intelligent Routing & Sentiment Analysis – Implement NLP to automatically categorize feedback, assess sentiment, and route to the most relevant team.



- **Integration**

External System Connectors – Develop webhooks and API connectors for seamless integration with Slack, Jira/Trello, and existing CRM systems.



- **Accessibility**

Dedicated Mobile Application / PWA – Ensure users can submit and track feedback effortlessly from any device.

- **Analytics**

Predictive Reporting – Enhance analytics with predictive modeling to identify potential grievance trends before they escalate.

Feature Document Summary

A clear distinction between current capabilities and future vision

Implemented Features

- **JWT Authentication** – Secure, stateless user sessions
- **Role-Based Routing** – Intelligent user direction to correct dashboards
- **Feedback CRUD API** – Create, read, update, delete operations
- **User Dashboard** – Submit and track feedback
- **Admin Dashboard** – Comprehensive management
- **Developer Dashboard** – Assign and resolve tasks
- **Analytics Charts** – Data visualization

Planned (Future) Features

- **Sentiment Analysis** – NLP-based emotion detection
- **Intelligent Routing** – Automatic assignment based on type
- **Predictive Reporting** – Identify trends before escalation
- **External Connectors** – Slack, Jira/Trello, CRM integrations
- **Mobile App / PWA** – Native and web-based access
- **Real-Time Chat** – Direct user support communication
- **Multi-Language Support** – Internationalization (i18n)

STRATEGIC GOAL

Transform Loopio from a management system into a proactive, intelligent, and fully integrated feedback ecosystem.

Secure and Scalable Backend

Focus on data integrity and secure user authentication

REST API

- Built with Express.js to handle all application logic and data exchange
- Robust error handling and request validation
- Scalable architecture for high-performance operations

AUTHENTICATION

- **JWT** for secure, stateless user sessions
- Secure token generation and validation
- Automatic token expiration and refresh mechanisms

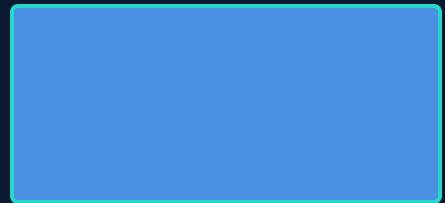
SECURITY FEATURES

- **Bcrypt** for secure password hashing
- CORS enabled for secure cross-origin sharing
- Mongoose schema validation for data consistency
- Input sanitization and protection against attacks

Loopio Brand Identity

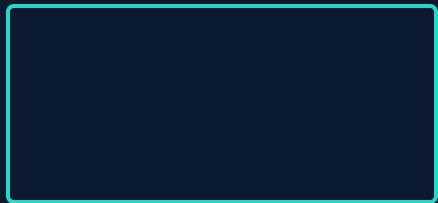
Visual identity and design principles for consistent brand experience

BRAND COLOR PALETTE



Loopio Blue

#4A90E2



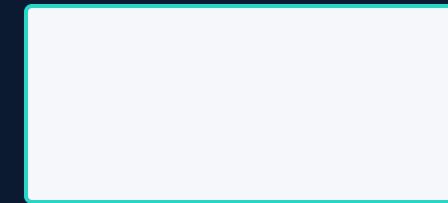
Dark Navy

#0B1A30



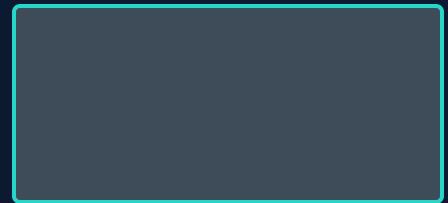
Aqua Teal

#27D6C8



Soft White

#F5F7FA



Graphite Gray

#3E4C59

DESIGN PRINCIPLE

Component-based UI for consistency and maintainability. These colors are applied across the interface for a clean, modern dashboard experience. The color palette creates visual hierarchy and ensures accessibility while maintaining a professional and contemporary aesthetic.

Thank You

Loopio – Smart Grievance and Feedback Management System

QUESTIONS & DISCUSSION

We welcome your feedback and questions about the Loopio system.

CONTACT INFORMATION

✉ Mail: akarqlts@gmail.com

💻 Github: [View Repository](#)

DEPLOYMENT URLs

🌐 Frontend: <http://localhost:5173/>

⚙ Backend: <http://localhost:5000/>

Thank you for your attention. We look forward to building a more efficient feedback management system together.