

Project Development Phase
Model Performance Test

Date	24 February 2026
Team ID	LTVIP2026TMIDS90304
Project Name	ONLINE COMPLAINT REGISTRATION AND MANAGEMENT SYSTEM
Maximum Marks	--

Model Performance Testing:

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

S.No.	Parameter	Values / Description
1.	Data Rendered	Real-time rendering of user profile data, complaint lists, and chat messages using React.js state management.
2.	Data Preprocessing	Server-side validation and sanitization using Express.js and Mongoose to ensure data integrity before storing in MongoDB.
3.	Utilization of Filters	Admin and Agent dashboards utilize filters to sort complaints by status (Pending, In Progress, Resolved) and User ID .
4.	Calculation Fields Used	Calculation of total active complaints per agent and timestamp differences for "real-time" status updates.
5.	Dashboard Design	No. of Visualizations: 3 Core Views. Includes the Admin Management Panel, Agent Workspace, and User Tracking Dashboard built with Material UI .
6.	Story Design	No. of Visualizations: 5 Steps. Maps the journey from Registration → Submission → Admin Assignment → Agent Resolution → Final Feedback .