

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