Project Development Phase
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.

Sl. 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