

## Project Design Phase

### Solution Architecture

Date	June 2025
Team ID	LTVIP2025TMID56412
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	4 Marks

#### Solution Architecture Overview:

The ResolveNow system follows a client-server-based architecture using the MERN stack (MongoDB, Express.js, React.js, Node.js). The architecture bridges user interface requirements with backend logic and database storage, ensuring real-time communication, efficient complaint tracking, and modular code management.

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#### Architecture Layers:

##### 1. Frontend (Client Layer):

- Technology: React.js with Bootstrap & Material UI
- Role:
  - User-facing interface for complaint registration and tracking
  - Role-based access (Admin, User, Agent)
  - Axios used for API calls
  - Real-time dark/light theme toggle
  - Chat UI for interaction with agents

##### 2. Backend (Application Layer):

- Technology: Node.js with Express.js
- Role:
  - Handles REST API endpoints
  - Authentication and session management
  - Complaint routing logic
  - Connects frontend to database

##### 3. Database (Storage Layer):

- Technology: MongoDB Atlas (Cloud-hosted NoSQL DB)
- Role:
  - Stores user profiles, complaints, status updates, chat history, and agent/admin data
  - Document-based structure for flexibility and scalability

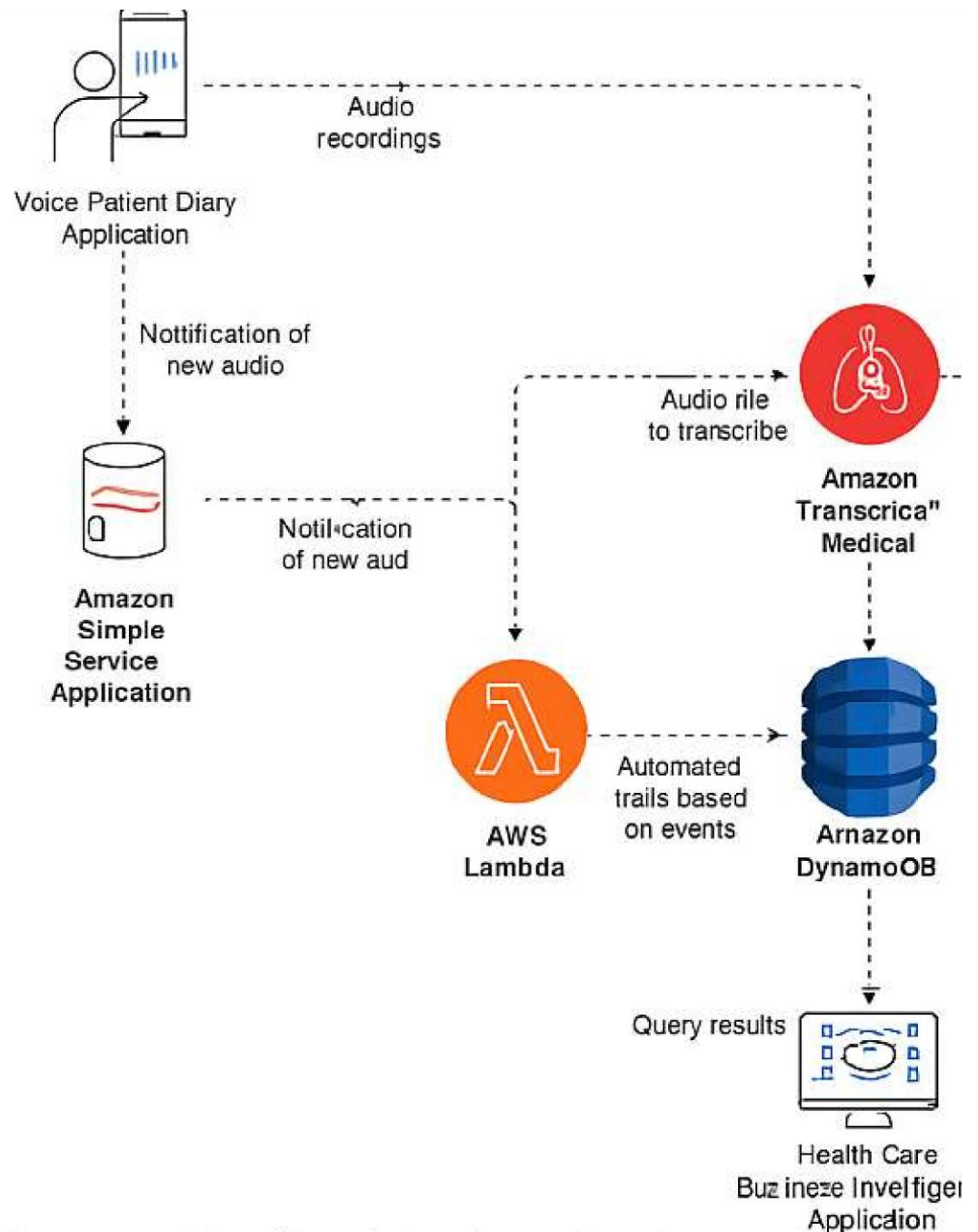
##### 4. Optional Integration:

- Socket.io (For Real-Time Messaging)
  - Email/SMS Gateway (For notifications)
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#### Data Flow Overview:

1. User Sign Up/Login: User credentials are sent from frontend to backend, verified, and stored in MongoDB.
  2. Complaint Submission: User submits a complaint, which is stored in the database and visible to admins.
  3. Assignment: Admin assigns complaint to agent based on workload.
  4. Chat: User and agent communicate in real-time (via chat module).
  5. Tracking: Complaint status is updated by agents/admins and reflected on user dashboard.
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#### Architecture Diagram:



**Figure 1:** Architecture and data flow of the voice patient-diary sample application