

Project Report Format

Project Title: ResolveNow – Your Platform for Online Complaints

1. INTRODUCTION

1.1 Project Overview

ResolveNow is a web-based platform designed to streamline the complaint registration and resolution process. It connects consumers with service providers and government bodies to ensure timely redressal of grievances.

1.2 Purpose

The purpose of this platform is to create a reliable and transparent digital ecosystem for lodging, tracking, and resolving complaints across various sectors.

2. IDEATION PHASE

2.1 Problem Statement

Users often face difficulties in raising complaints due to non-standardized systems, delayed responses, and lack of accountability.

2.2 Empathy Map Canvas

Capturing users' thoughts, feelings, and pain points while dealing with traditional complaint channels.



2.3 Brainstorming

Discussing features like user dashboards, ticket tracking, automated notifications, and escalation mechanisms.

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

From complaint registration to resolution – visualizing every user interaction.

3.2 Solution Requirement

Functional (e.g., complaint logging, feedback system) and Non-functional (e.g., security, usability) requirements.

3.3 Data Flow Diagram

Illustrating the flow of data between users, admins, and service providers.

3.4 Technology Stack

Frontend: React.js | Backend: Node.js/Express |
Database: MongoDB | Hosting: AWS

4. PROJECT DESIGN

4.1 Problem-Solution Fit

Aligning the identified issues with
ResolveNow's core functionalities.

4.2 Proposed Solution

A responsive and secure platform with easy
navigation, real-time updates, and a complaint
history system.



4.3 Solution Architecture

A layered architecture including user interface, business logic, and data management components.

5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

Project phases, timelines, responsibilities, and Gantt chart outlining milestone delivery.

6. FUNCTIONAL AND PERFORMANCE TESTING

6.1 Performance Testing

Testing platform response under varied loads, checking speed, uptime, and data consistency.

7. RESULTS

7.1 Output Screenshots

Screenshots of complaint form submission, dashboard view, response management, and status tracking.

8. ADVANTAGES & DISADVANTAGES

Advantages:

- User-friendly interface
- Real-time updates
- Centralized complaint management
- Transparent process

Disadvantages:

- Requires stable internet
- Dependency on third-party API uptime

9. CONCLUSION

ResolveNow addresses a vital need for digital grievance redressal. Its structured design and functionality aim to empower users and improve service accountability.

10. FUTURE SCOPE

- Integration with WhatsApp chatbot
 - AI-powered complaint categorization
 - Analytics for departments to improve service delivery
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11. APPENDIX

- Source Code (if any): [Link]
- Dataset Link: [Link]
- GitHub & Project Demo Link: [Link]