**Project Design Phase**

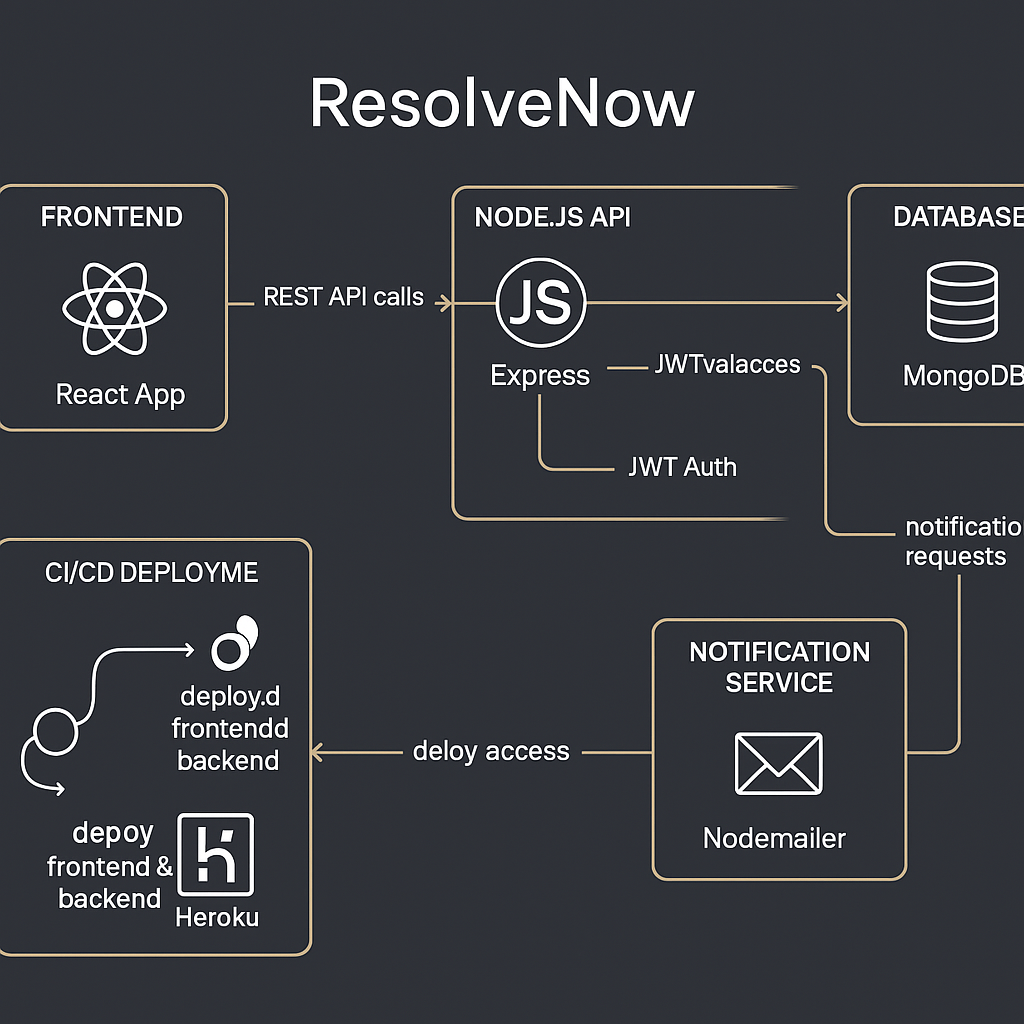
**Solution Architecture**

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| --- | --- |
| Date | 26 -052025 |
| Team ID | LTVIP2025TMID41759 |
| Project Name | Resolve Now |
| Maximum Marks | 4 Marks |

**Solution Architecture:**

* To provide a user-friendly, secure, and scalable complaint registration and resolution system that bridges the gap between users and service organizations by enabling real-time communication, transparency, and structured workflow management.
* **Seamless Complaint Submission and Categorization**  
  Users can easily submit complaints through guided forms with smart tagging, making it effortless to report issues clearly and accurately.
* **Real-Time Complaint Tracking and Status Updates**  
  Every complaint is assigned a timeline and updated status—allowing users to follow its progress from submission to resolution.
* **Role-Based Access Control and Admin Management**  
  Distinct interfaces and permissions for users, admins, and supervisors to manage complaints efficiently and securely.
* **Feedback and Rating System**  
  After resolution, users can rate their experience—helping organizations improve service quality through actionable insights.
* **Automated Alerts and Notifications**  
  Email and/or mobile alerts keep users informed of changes in status, ensuring transparency and reducing anxiety.
* **Secure and Scalable Backend**  
  Built on the MERN stack (MongoDB, Express.js, React.js, Node.js), the system supports secure sessions, API integration, and modular scalability.

**Example - Solution Architecture Diagram:**

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