

RESOLVE NOW :online complaint registration and management system

1.1 Project Overview

ResolveNow is a web-based complaint registration and management platform designed to simplify how users report problems and track resolutions. It enables users, agents, and administrators to interact efficiently through a secure, scalable interface.

1.2 Purpose

To reduce delays in grievance redressal and ensure a transparent, traceable, and user-friendly complaint handling process. The system ensures real-time interaction, updates, and analytics to improve customer satisfaction.

IDEATION PHASE

2.1 Problem Statement

Traditional complaint systems lack transparency, user engagement, and timely resolution. Users often feel ignored, and organizations face challenges in prioritizing and resolving issues efficiently.

2.2 Empathy Map Canvas

Think & Feel: Frustrated with delays

Hear: Complaints from peers

See: No tracking system

Say & Do: Share issues on social media

Pain: Lack of resolution

Gain: Transparent status updates

2.3 Brainstorming

Ideas considered:

- A ticketing-based system
 - Chat interface for real-time updates
 - Notification integration (Email/SMS)
 - Admin dashboard for performance monitoring
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REQUIREMENT ANALYSIS

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3.1 Customer Journey Map

1. User registers
2. Submits complaint
3. Receives confirmation
4. Tracks complaint
5. Interacts with agent
6. Feedback after resolution

3.2 Solution Requirements

Functional and Non-functional requirements listed in the previous section.

3.3 Data Flow Diagram (DFD)

- Level 0: User → Complaint Form → Database
- Level 1: Admin/Agent Interaction → Status Update → User Notification

3.4 Technology Stack

- **Frontend:** React.js, Bootstrap
 - **Backend:** Node.js, Express.js
 - **Database:** MongoDB
 - **Notifications:** Nodemailer, Twilio (SMS)
 - **Authentication:** JWT
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PROJECT DESIGN

4.1 Problem Solution Fit

Matches user needs for transparency, updates, and fast resolutions.

4.2 Proposed Solution

Web app enabling secure complaint submission, live tracking, agent-user chat, and feedback system.

4.3 Solution Architecture

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Client–Server model using REST APIs and WebSockets. (Diagram available)

PROJECT PLANNING & SCHEDULING

5.1 Project Planning

- 4 Sprints of 3 days each (as detailed in backlog)
 - Deliverables: Registration, Complaint Flow, Admin Panel, Security
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FUNCTIONAL AND PERFORMANCE TESTING

6.1 Performance Testing

- Load tested for 100 concurrent users
 - Complaint submission avg time: < 2s
 - Dashboard load: < 1.5s
 - Security testing: Passed XSS, SQLi, and JWT validation
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RESULTS

7.1 Output Screenshots

Attach:

- Registration Page



The screenshot shows a mobile-style registration form titled "SignUp For Registering the Complaint". The form is black with white text and input fields. It includes fields for Full Name, Email, Password, and Mobile No. Below these are dropdown menus for "Select User" and "Select User Type". A large "Register" button is at the bottom.

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- Complaint Submission

The screenshot shows a dark-themed web application for complaint submission. At the top, there's a header bar with the text "Hi, Syam" and navigation links for "Complaint Register" and "Status". The main area contains a form with fields for Name, Address, City, State, Pincode, Status, and Description. A "Register" button is located at the bottom right of the form.

Name	Address
<input type="text"/>	<input type="text"/>
City	State
<input type="text"/>	<input type="text"/>
Pincode	Status
<input type="text"/>	type pending
Description	
<input type="text"/>	
<input type="button" value="Register"/>	

- Dashboard View

The screenshot shows a dark-themed dashboard view for the user "Hi, Syam". The top header bar includes the name "Hi, Syam" and navigation links for "Complaint Register" and "Status". Below the header, a white card displays the user's information: Name (Syam), Address (Vignan university), City (Tenali), State (Andhra Pradesh), Pincode (522213), Comment (no), and Status (completed). At the bottom of the card is a blue "Message" button.

Name: Syam
Address: Vignan university
City: Tenali
State: Andhra Pradesh
Pincode: 522213
Comment: no
Status: completed

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- Agent Chat

Hi Agent Syam View Complaints

Name: Syam
Address: Vignan university
City: Tenali
State: Andhra Pradesh
Pincode: 522213
Comment: no
Status: completed

Status Change **Message**

Message Box

Syam: hey
12:56 AM, 6/25/2025

Syam: hey bro
12:59 AM, 6/25/2025

Syam: whatsup
1:00 AM, 6/25/2025

Message **Send**

- Admin Panel

Hi Admin tarun Dashboard User Agent

Users Complaints

Name: Syam
Address: Vignan university
City: Tenali
State: Andhra Pradesh
Pincode: 522213
Comment: no
Status: completed

Agents

Name: Syam
Email: syam@gmail.com

Name: Syam
Email: sankuridany7@gmail.com

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ADVANTAGES & DISADVANTAGES

Advantages

- Easy to use
- Transparent complaint flow
- Real-time updates
- Secure authentication

Disadvantages

- Requires internet
- SMS may fail on low network
- Initial setup complexity for backend deployment



CONCLUSION

ResolveNow improves the traditional complaint redressal process by making it user-centric, fast, and transparent with the help of modern web technologies.

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FUTURE SCOPE

- Mobile App integration
 - AI-based auto-routing of complaints
 - Multilingual support
 - WhatsApp Chatbot support
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APPENDIX

- **Source Code:** <https://github.com/Machame1>
- **Dataset Link:** *N/A (No public dataset used)*
- **GitHub Repository:** <https://github.com/Machame1/customer-care>
- **Project Demo:**
https://drive.google.com/file/d/14gQcQUXS_3yBXoHp0G30HeBO_t7Ql76h/view?usp=drivesdk