

Project Demonstration

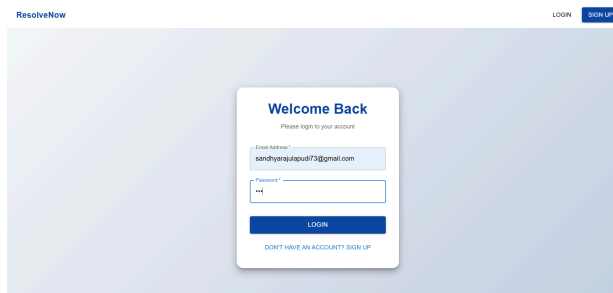
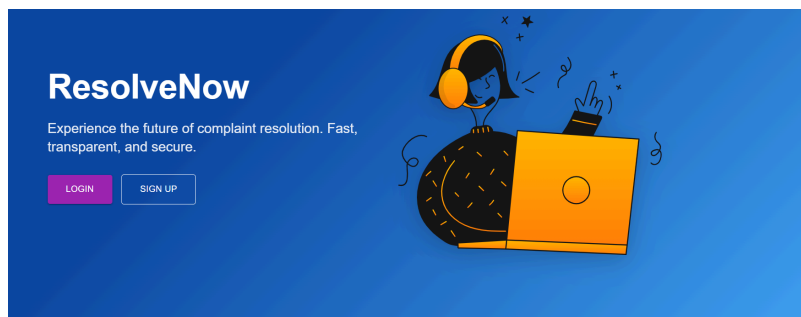
Title: ResolveNow

Aim: To develop an online complaint management system.

Demonstration Steps:

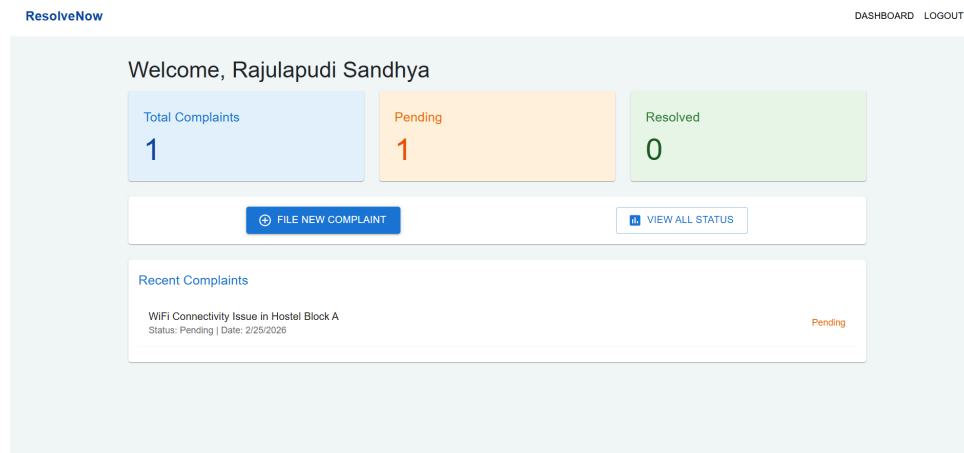
1. User registers and logs in:

The user accesses the ResolveNow web application through a browser interface, registers an account, and securely logs into the system to begin using the platform.



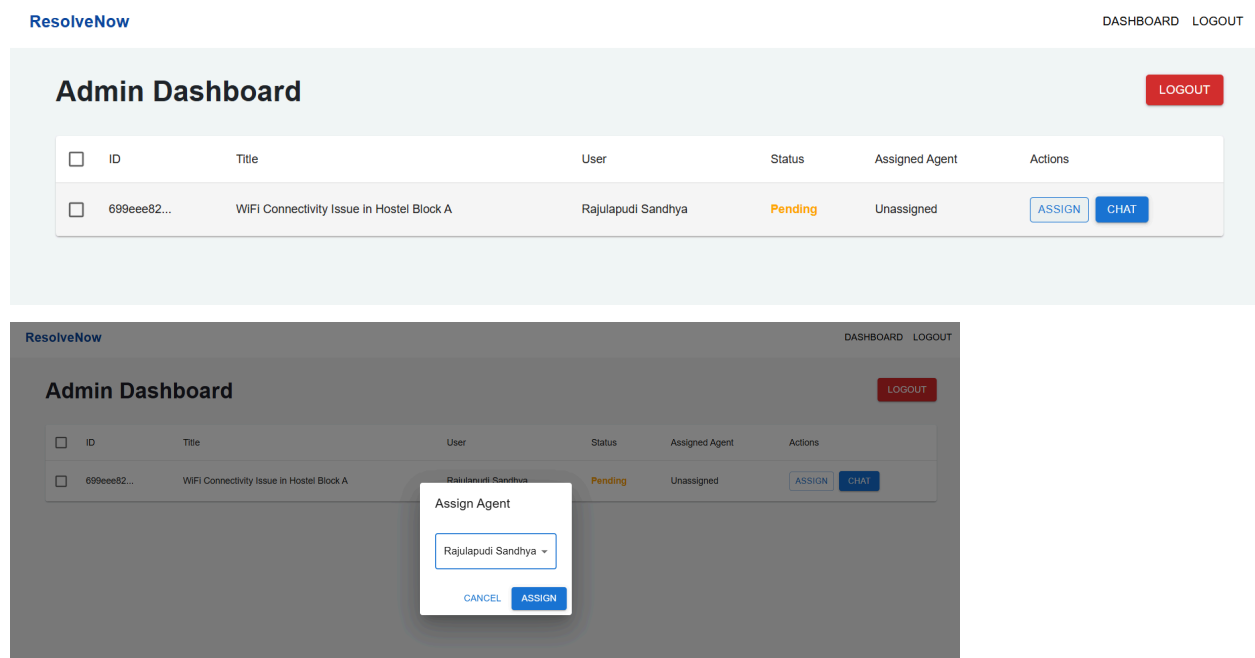
2.User submits complaint:

The user selects the 'File a Complaint' option, enters the required complaint details, and upon submission, the information is securely stored in the database.



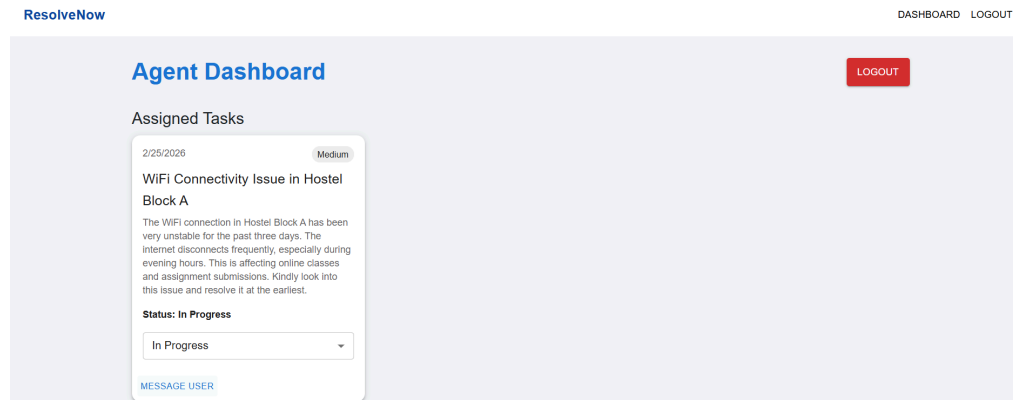
3.Admin assigns complaint to agent:

The administrator reviews the submitted complaint and assigns it to the appropriate agent for further processing.



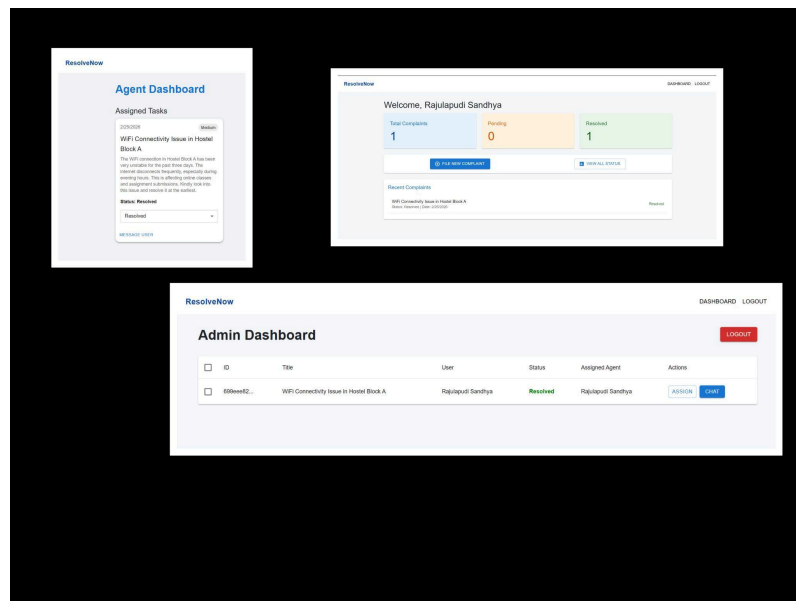
4.Agent communicates with user:

The assigned agent communicates with the user through the integrated messaging system to gather additional information and provide necessary assistance.



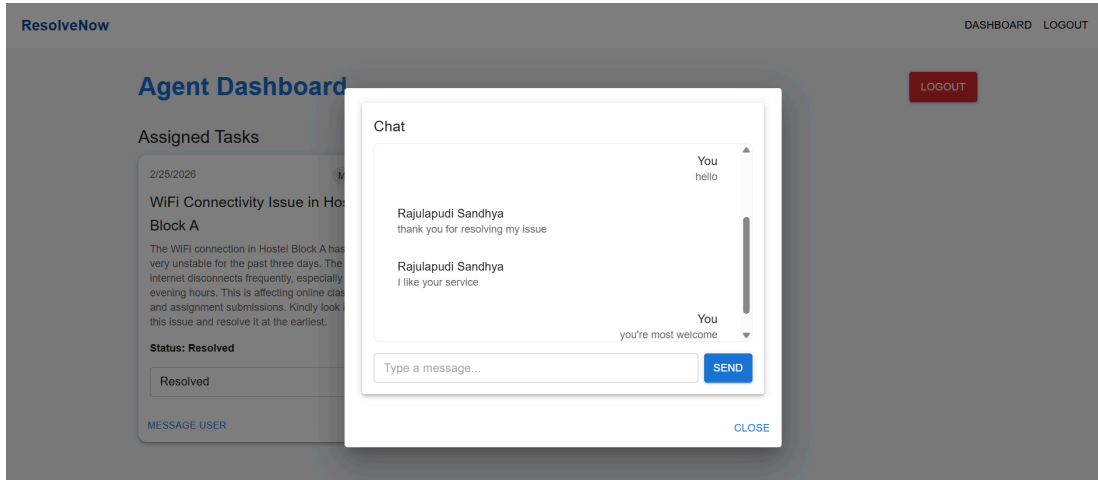
5.Complaint gets resolved:

The complaint is thoroughly reviewed and successfully resolved by providing an appropriate solution to the user



6. User gives feedback:

Upon resolution, the user provides feedback regarding their experience with the complaint handling process



Result: Complaint successfully tracked and resolved.