

Project Demonstration

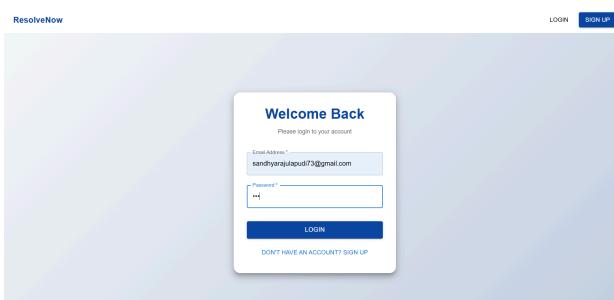
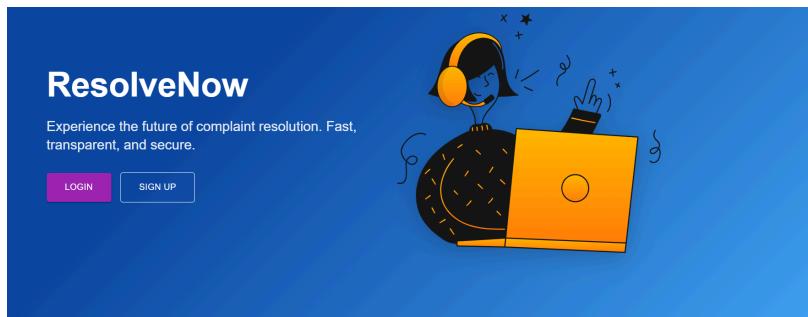
Title: ResolveNow

Aim: To develop an online complaint management system.

Demonstration Steps:

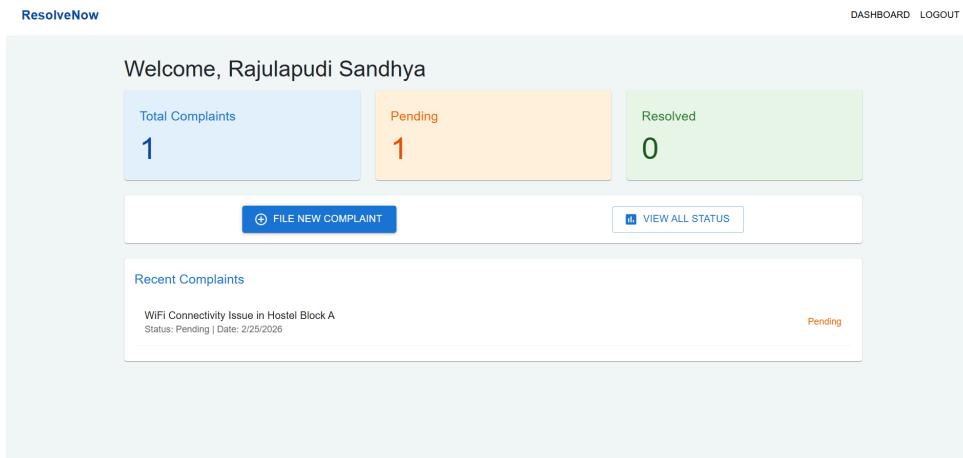
1. User registers and logs in:

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.



ResolveNow

Welcome, Rajulapudi Sandhya

DASHBOARD LOGOUT

Total Complaints: 1

Pending: 1

Resolved: 0

FILE NEW COMPLAINT

VIEW ALL STATUS

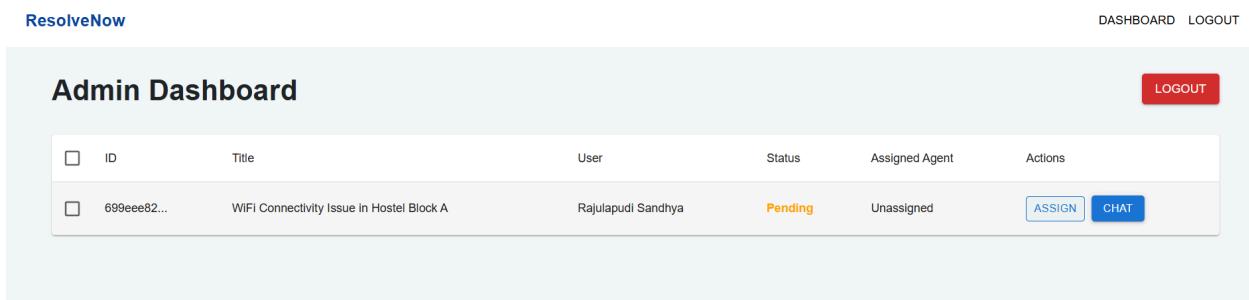
Recent Complaints

WiFi Connectivity Issue in Hostel Block A
Status: Pending | Date: 2/25/2026

Pending

3. Admin assigns complaint to agent:

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



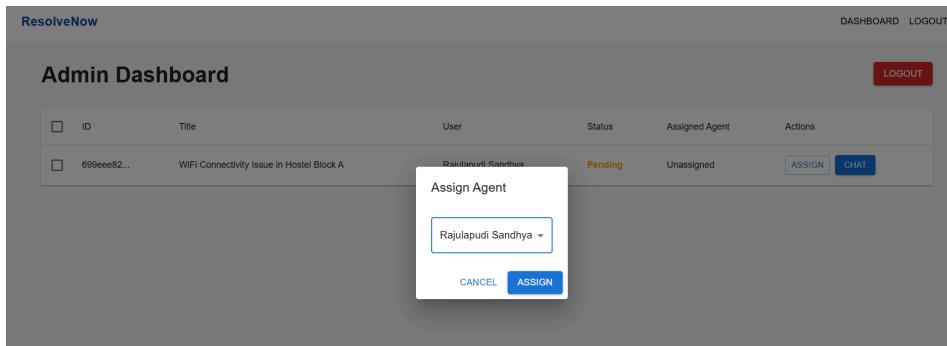
ResolveNow

DASHBOARD LOGOUT

Admin Dashboard

ID	Title	User	Status	Assigned Agent	Actions
699eee82...	WiFi Connectivity Issue in Hostel Block A	Rajulapudi Sandhya	Pending	Unassigned	<button>ASSIGN</button> <button>CHAT</button>

LOGOUT



ResolveNow

DASHBOARD LOGOUT

Admin Dashboard

ID	Title	User	Status	Assigned Agent	Actions
699eee82...	WiFi Connectivity Issue in Hostel Block A	Rajulapudi Sandhya	Pending	Unassigned	<button>ASSIGN</button> <button>CHAT</button>

Assign Agent

Rajulapudi Sandhya

CANCEL ASSIGN

DASHBOARD LOGOUT

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.

The screenshot shows the Agent Dashboard interface. At the top, there's a header with 'ResolveNow' on the left and 'DASHBOARD LOGOUT' on the right. Below the header is a section titled 'Assigned Tasks'. It displays a single task card for a 'WiFi Connectivity Issue in Hostel Block A'. The card includes the date '2/25/2026', a priority level 'Medium', a detailed description of the issue (mentioning instability and frequent disconnections), and a status dropdown set to 'In Progress'. A 'MESSAGE USER' button is at the bottom of the card. In the top right corner of the dashboard area, there's a red 'LOGOUT' button.

5.Complaint gets resolved:

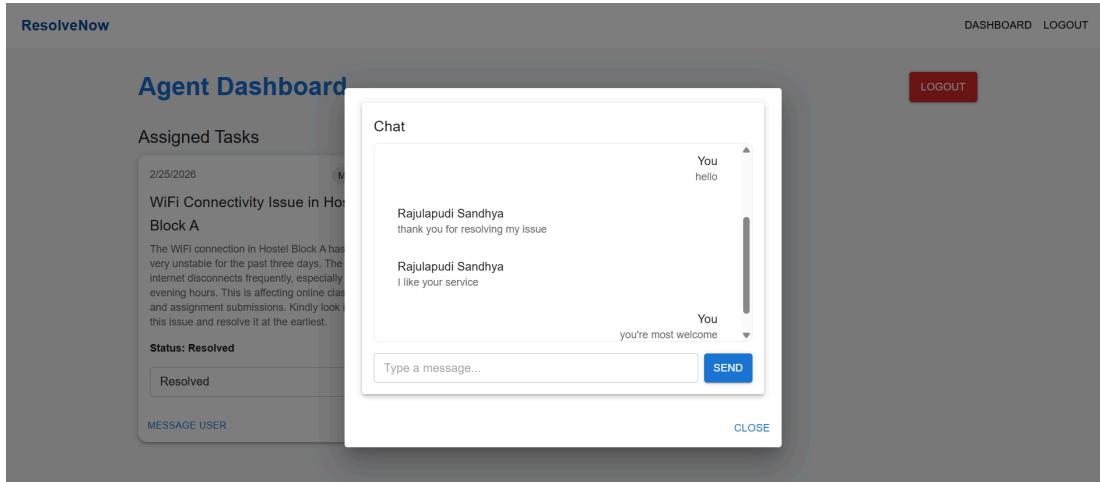
The complaint is thoroughly reviewed and successfully resolved by providing an appropriate solution to the user

This block contains three screenshots illustrating the workflow. The first screenshot shows the 'Agent Dashboard' with the 'Assigned Tasks' section. The second screenshot shows the 'Agent Dashboard' after the task has been resolved, with the status changed to 'Resolved' and the count updated. The third screenshot shows the 'Admin Dashboard', which lists the resolved task with its details and status.

ID	Title	User	Status	Assigned Agent	Actions
666res02...	WiFi Connectivity Issue in Hostel Block A	Rajulapudi Sandhya	Resolved	Rajulapudi Sandhya	ASSIGN CLEAR

6. User gives feedback:

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



Result: Complaint successfully tracked and resolved.