

ResolveNow: Your Platform for Online Complaints

PROJECT TITLE : Your Platform for Online Complaints
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VIRTUAL INTERNSHIP PROGRAM

Internship details : Full Stack Developer(MERN Stack)
Internz : Smart Internz & IBM
Company : Smart Bridge powered by Smart Internz

Resolve Now: Your Platform for Online Complaints

1.INTRODUCTION

1.1Project Overview

In today's fast-paced digital world, the need for efficient and transparent systems for handling grievances and complaints has never been more vital. The proposed **Your platform for Online Complaints** seeks to revolutionize the traditional grievance redressal system by digitizing the entire complaint lifecycle—right from submission to resolution. This project was developed under Smart Bridge's innovation initiative, aiming to address the inefficiencies and delays in current complaint-handling systems, whether in public sector governance, private institutions, or customer service domains. **ResolveNow** is a comprehensive and user-friendly online complaint registration and management platform designed to digitize and simplify the grievance redressal process.

This platform enables users to lodge complaints via a user-friendly web interface, track their status in real-time, and receive timely resolutions. The backend system ensures proper classification, delegation, and escalation of complaints based on defined workflows. Administrative users and concerned authorities receive timely notifications and performance dashboards to monitor efficiency and accountability.

1.2 Purpose.

The primary purpose of ResolveNow is to provide an inclusive, efficient, and secure solution to the limitations of traditional complaint handling systems. Manual systems often lack traceability, are time-consuming, and provide poor user feedback mechanisms. By digitizing the complaint management lifecycle, ResolveNow aims to:

- Enhance user experience through intuitive interfaces.
- Automate complaint routing and tracking.
- Facilitate data-driven decision-making through analytics.
- Ensure security and compliance with relevant data protection regulations.

2. IDEATION PHASE

2.1 Problem Statement

Traditional complaint resolution systems are often disorganized and inefficient. Many complaints go unresolved due to poor tracking mechanisms, manual workload allocation, and a lack of accountability. This results in user dissatisfaction and a decline in public trust.

There is a need for a digital platform that ensures end-to-end complaint tracking, faster resolution, and transparent communication between the complainant and the resolving authority.

2.2 Brainstorming

Key ideas generated during brainstorming sessions included:

- Automated complaint routing based on category.
- Role-based access for users, agents, and admins.
- Real-time notifications and updates.
- Secure login and data encryption.
- Visual dashboards for tracking metrics.
- Interactive chat system with the resolution agent.

3.REQUIREMENT ANALYSIS

3.1 Solution Requirement

- **Functional Requirements:**
 - User account creation and authentication.
 - Complaint registration form with upload options.
 - Complaint tracking dashboard.
 - Admin panel for monitoring and control.
 - Agent panel for resolution workflow
- **Non-Functional Requirements:**
 - High system availability.
 - Scalable backend for high traffic.
 - Secure user data storage.

3.2 Data Flow Diagram

- User submits complaint → Server processes → Database stores → Agent handles complaint → Response sent back to user → Gives feedback.

3.3 Tools used

- **Frontend:** ReactJS, Bootstrap, JavaScript
- **Backend:** Node.js, Express
- **Database:** MongoDB
- **APIs:** Twilio for SMS, Nodemailer for email
- **Version Control:** Git, GitHub

4. PROJECT DESIGN

4.1 Problem-Solution Fit

ResolveNow directly addresses user frustrations regarding delayed and unresolved complaints. By providing a transparent, automated, and interactive solution, the platform ensures timely resolutions and user empowerment.

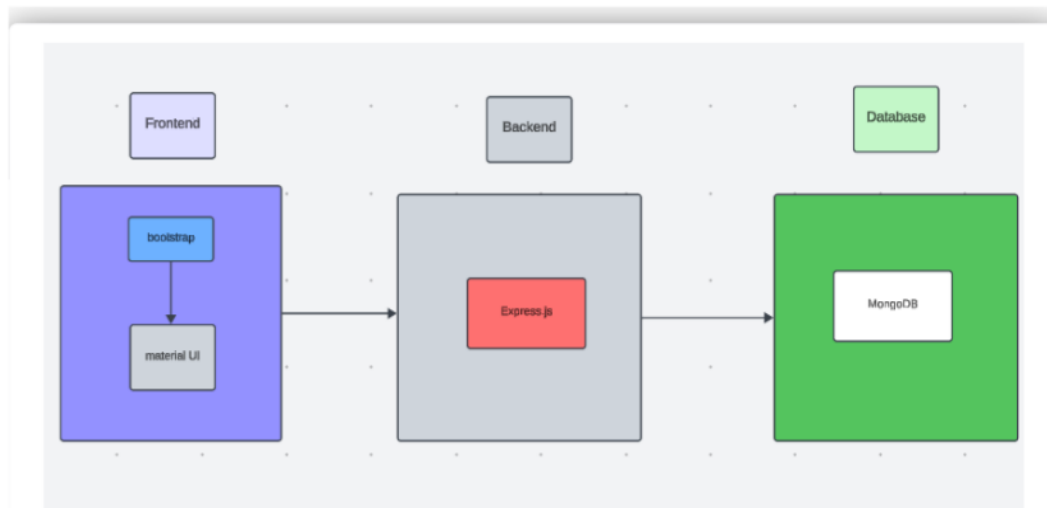
4.2 Proposed Solution

A cloud-based, secure platform allowing:

- User registration and complaint submission.
- Admin and agent-level dashboards for monitoring.
- Real-time tracking and feedback.
- Integration with communication APIs for alerts.

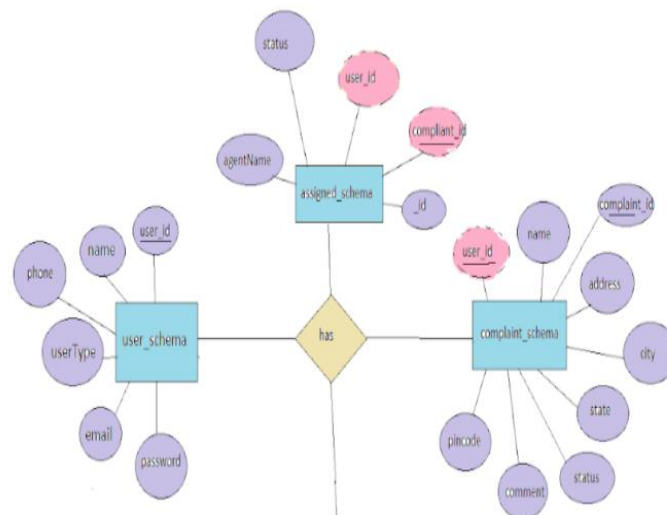
5. TECHNICAL ARCHITECTURE

The technical architecture of **Your platform for Online Complaints** follows a client-server model, where the frontend serves as a client and backend serves as a server.



6.ER DIAGRAM

This is the ER diagram of the project which shows the relationship between user and agent . It shows how user which have required fields can raise a complaint by fillings required fields.

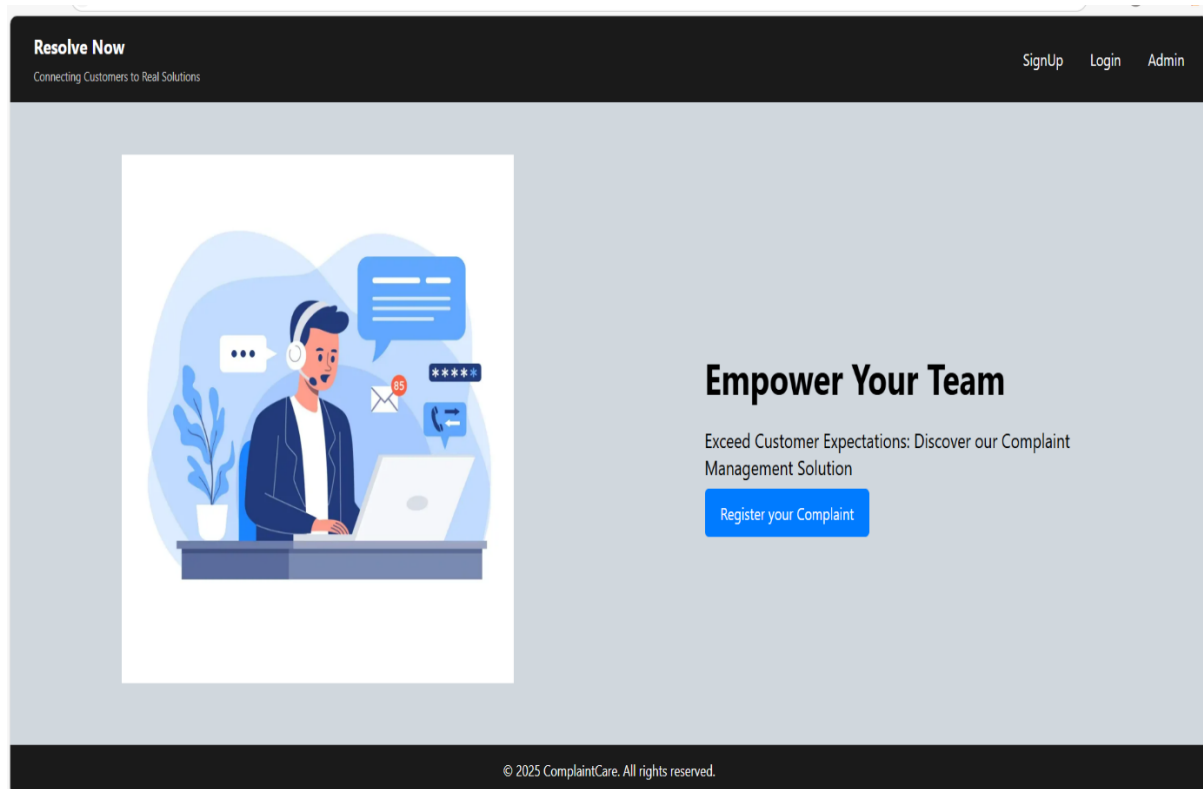


It illustrates how these entities relate to each other, helping us understand the underlying database structure and the flow of information within the app. He / She can also communicate with the agent with chat window .

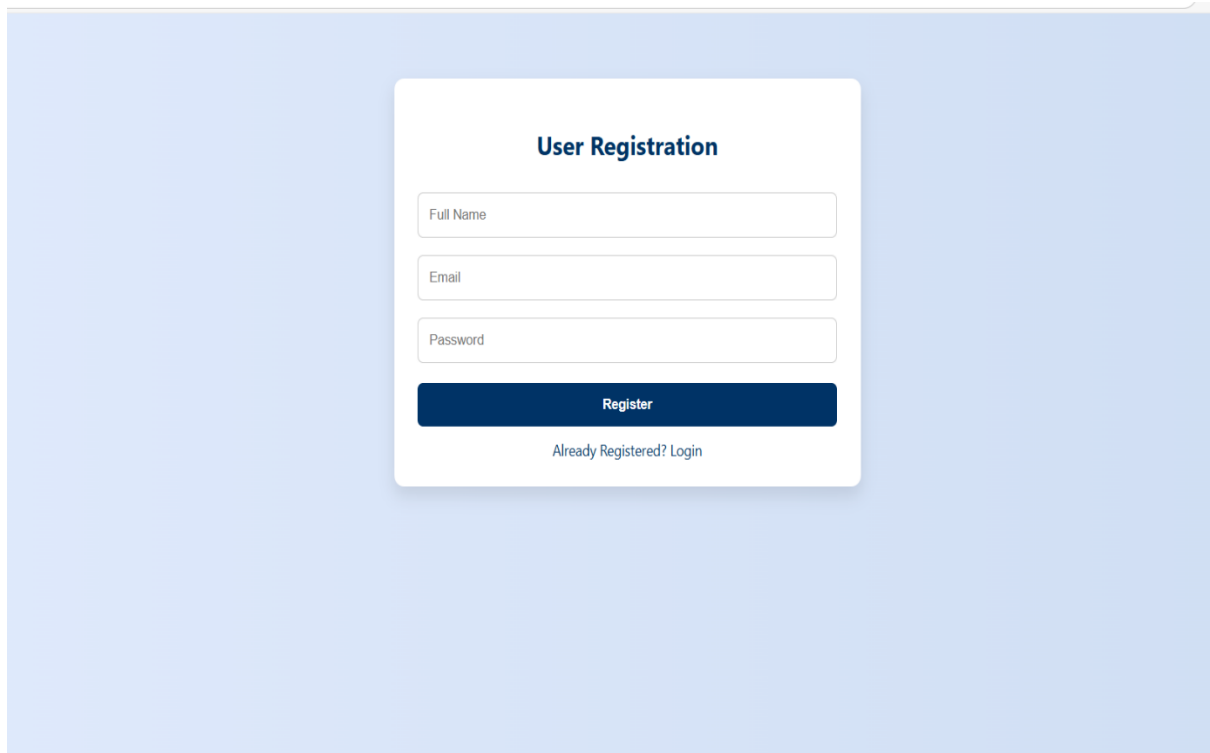
7. PROJECT IMPLEMENTATION

On completing the development part, we then run the application one last time to verify all the functionalities .

- Loading page



- Registration page

A user registration form titled "User Registration" is centered on a light blue background. The form is a white card with rounded corners. It contains three input fields: "Full Name", "Email", and "Password". Below these fields is a dark blue "Register" button. At the bottom of the card, there is a link that says "Already Registered? Login".

User Registration

Full Name

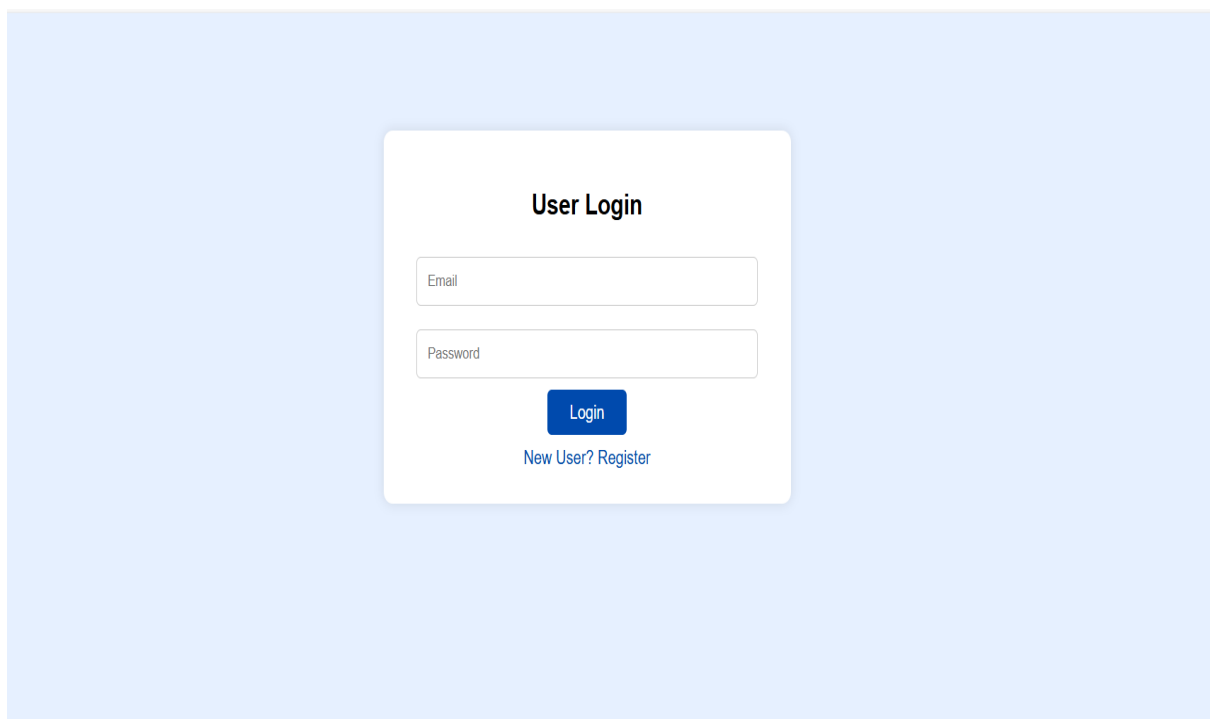
Email

Password

Register

[Already Registered? Login](#)

- Login page

A user login form titled "User Login" is centered on a light blue background. The form is a white card with rounded corners. It contains two input fields: "Email" and "Password". Below these fields is a blue "Login" button. At the bottom of the card, there is a link that says "New User? Register".

User Login

Email


Password

Login

[New User? Register](#)

- User Dashboard

Resolve Now



John Doe

Dashboard Home
Submit Complaint
View Complaint Status
Message

Log Out

Welcome to Your Dashboard

Select an option from the left menu to begin.

Submit Complaint

Complaint Title:

Description:

Contact Details:

Purchase Date:

Request Type:

Attach Photo:


Attach Video:

Submit Complaint

- Admin Dashboard

Admin Dashboard

LOGOUT



Sarah (Admin)

Dashboard
Manage Complaints
Manage Users
Profile

Total Complaints

4

Pending

2

In Progress

1

Completed

1

Complaint: John (In Progress)

Issue: Product quality – "Feeling unhappy with the quality of the product."

John: Feeling unhappy with the quality of the product.

Type your message...

Send

8. ADVANTAGES & DISADVANTAGES

Advantages:

- Real-time tracking and notifications

- Enhanced transparency and accountability
- Scalable and modular design
- Secure

Disadvantages:

- Internet dependency
- Learning curve for non-tech-savvy users

9. CONCLUSION

ResolveNow successfully transforms the traditional complaint management process into a streamlined, user-friendly, and intelligent digital workflow. With automated tracking, real-time interaction, and powerful analytics, it not only resolves individual complaints efficiently but also helps organizations identify systemic issues and improve service delivery.

10. APPENDIX

Source Code: <https://github.com/nami-namitha921/Your-platform-for-online-complaints>

Project Demo Link :

<https://drive.google.com/file/d/1IILBbwnBPyH3CdmiMtd5etRqBf9NMCMI/view?usp=drivesdk>
