

Project Design Phase Solution Architecture

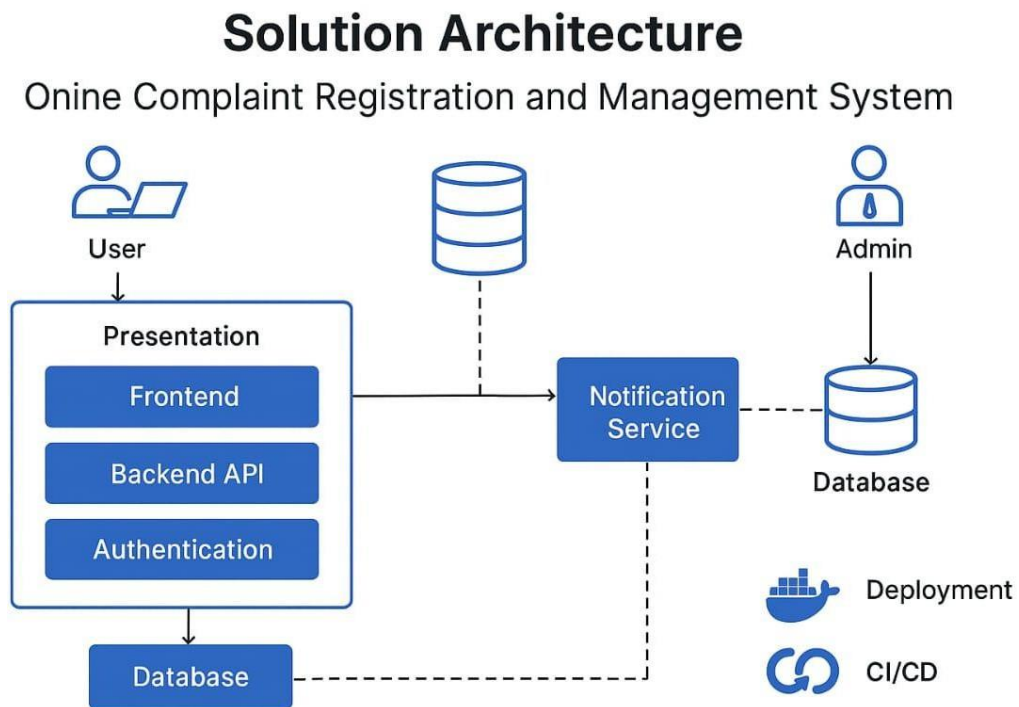
Date	12-06-2025
Team ID	LTVIP2025TMID52018
Project Name	resolvenow: your platform for online complaints
Maximum Marks	4 Marks

Solution Architecture:

The solution architecture for **Resolve Now** ensures a robust, user-friendly, and scalable platform that connects clients with skilled freelancers. The architecture focuses on responsive design, secure transactions, intelligent matching, and real-time messaging to ensure smooth project workflows and high user satisfaction.

- Seamless Crime posting on the application
- End-to-end project lifecycle management
- Scalable user authentication and authorization
- Secure and trackable payment transactions

Example - Solution Architecture Diagram:



Interaction Flow (Sequence)

1.User

- Registers → Logs in
- Submits complaint → Tracked in MongoDB
- Sends message → Appended to messages []

2.Admin

- Views all complaints
- Responds via message chat
- Updates status to 'Completed'

3.Agent

- Views assigned or all complaints
- Sends message replies
- Optionally marks complaints as resolved