**Project Design Phase**

**Solution Architecture**

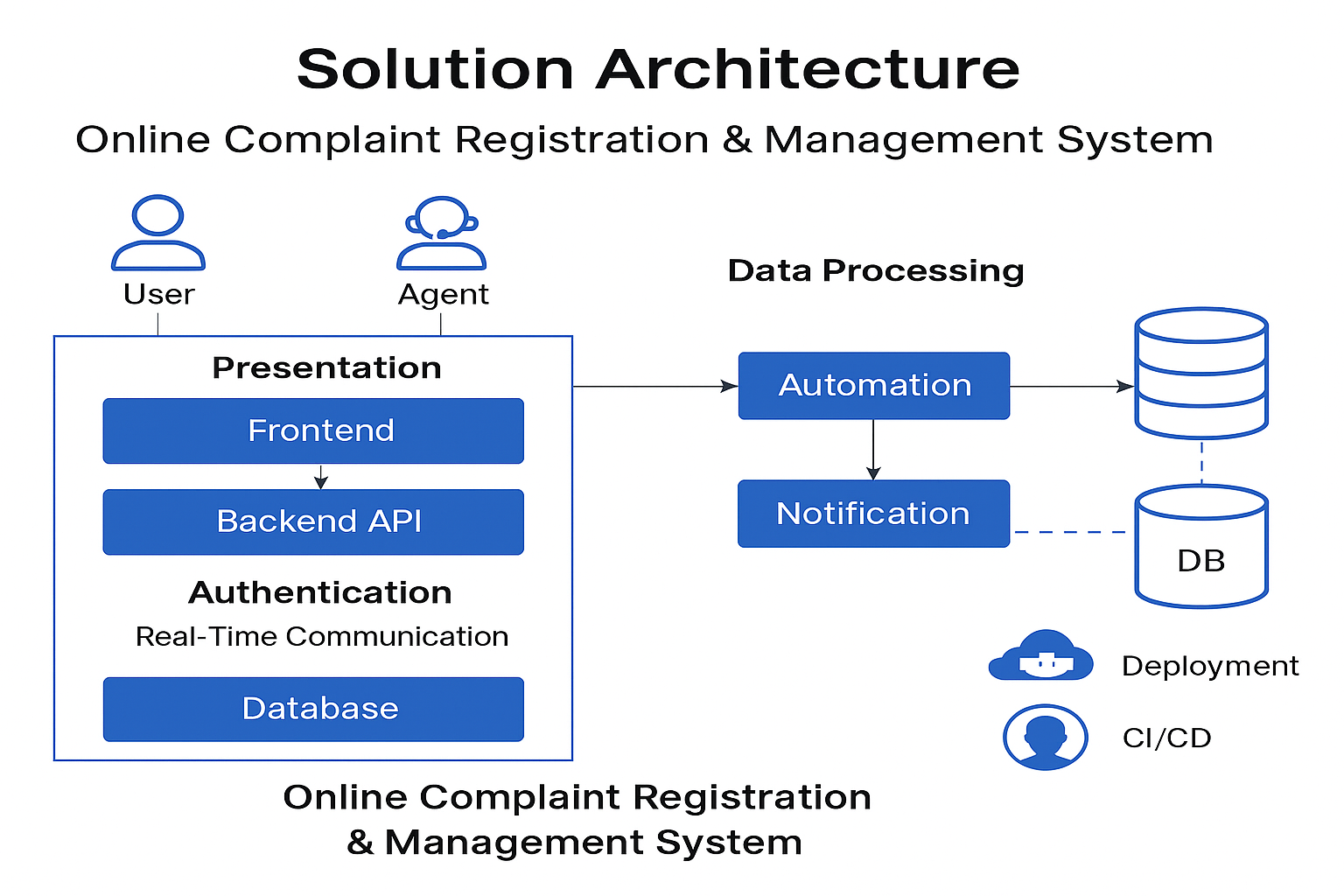
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| --- | --- |
| Date | 26 June 2025 |
| Team ID | LTVIP2025TMID59501 |
| Project Name | ResolveNow |
| Maximum Marks | 4 Marks |

**Solution Architecture:**

To provide a **user-centric, secure, and scalable** complaint registration and resolution platform that bridges the gap between citizens (or users) and service departments/organizations.

* **Simple and Intuitive Complaint Submission**  
  Easy-to-use interface for users to log detailed complaints with category, description, location, and attachments.
* **End-to-End Complaint Lifecycle Management**  
  Tracks each complaint from submission to resolution, including updates, escalation, and feedback.
* **Scalable User Authentication and Role-Based Authorization**  
  Secure login for users, agents, and admins with restricted access based on roles.
* **Real-Time Notifications and Updates**  
  Instant email/SMS alerts on complaint status, officer responses, and resolution updates.
* **Direct User-Agent Communication Interface**  
  Built-in chat or comment system for transparent interaction and clarification.
* **Admin Dashboard with Analytics and Monitoring**  
  Visual insights into complaint trends, departmental performance, and resolution metrics.
* **Modular & Scalable Backend Architecture**  
  Easily extendable system using RESTful APIs and database integration for future features.
* **Data Security and Privacy Compliance**  
  Encryption, secure session management, and access control to ensure data confidentiality and regulatory compliance.

**Example - Solution Architecture Diagram:**

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