

Project Design Phase
Proposed Solution Template

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| Date | 26 th June 2025 |
| Team ID | LTVIP2025TMID53959 |
| Project Name | ResolveNow: Your Platform for Online Complaints |
| Maximum Marks | 2 Marks |

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

| S.No. | Parameter | Description |
|-------|--|--|
| 1. | Problem Statement (Problem to be solved) | Citizens and customers often face delays, lack of transparency, and poor communication when filing complaints with organizations or service providers. There is no centralized, user-friendly platform to track and resolve grievances efficiently. |
| 2. | Idea / Solution description | ResolveNow is a full-stack web application built using React.js, Node.js, Express, and MongoDB. It enables users to register complaints, track their status, and communicate with assigned agents/admins in real time. The platform ensures transparency, accountability, and faster resolution. |
| 3. | Novelty / Uniqueness | Unlike traditional complaint systems, ResolveNow offers role-based dashboards (User, Agent, Admin), real-time status updates, in-app messaging, and smart complaint categorization. It also supports file uploads and multilingual interfaces. |
| 4. | Social Impact / Customer Satisfaction | ResolveNow empowers users by giving them a voice and visibility into their complaints. It promotes trust in institutions, reduces frustration, and ensures timely redressal—especially for underserved communities. |
| 5. | Business Model (Revenue Model) | Revenue can be generated through SaaS subscriptions for organizations, premium analytics dashboards, integration services, and optional ad placements for verified service providers. |
| 6. | Scalability of the Solution | The platform is built on scalable cloud-native technologies (React, Node.js, MongoDB Atlas). It supports modular microservices, horizontal scaling, and can be extended to support mobile apps, AI-based complaint routing, and multilingual support. |