**Project Design Phase**

**Problem – Solution Fit Template**

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| Date | 26-08-2025 |
| Team ID | LTVIP2025TMID60976 |
| Project Name | **Resolve Now : Your Platform for Online Complaints** |
| Maximum Marks | 2 Marks |

**Problem–Solution Fit Overview: Resolve Now**

**Purpose:**

* Bridge the gap between consumers/businesses seeking fair complaint resolution and companies/respondents aiming for transparent handling.
* Provide a unified platform managing the full complaint lifecycle—from filing, communication, to resolution—without multiple disconnected channels.
* Enable secure, transparent, and auditable complaint tracking to build trust for all parties.
* Increase visibility for complainants to follow progress and for respondents to respond effectively.
* Improve fairness and efficiency through real-time communication, escalation options, and administrative oversight.

**Problem Statement:**

Consumers, businesses, and support teams face challenges such as:

* Lack of trust and transparency in complaint handling processes.
* Fragmented communication leading to misunderstandings and delays.
* Difficulties in tracking complaint status and outcomes.
* Fear of retaliation or exposure preventing honest complaint submission.
* Absence of centralized tools for dispute resolution and performance monitoring.

**Solution:**

Resolve Now offers a comprehensive platform that delivers:

* Easy complaint submission with options for anonymity and evidence upload.
* Real-time messaging between complainants and respondents to clarify issues.
* Transparent complaint tracking with status updates and timelines.
* Admin tools for dispute mediation, spam filtering, and escalation management.
* Rating and feedback systems to encourage fair resolution and accountability.
* Secure data handling and compliance with privacy standards.
* A user-friendly interface accessible to individuals, businesses, and moderators alike.