**Project Design Phase**

**Proposed Solution Template**

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| Date | 26-06-2025 |
| Team ID | LTVIP2025TMID60976 |
| Project Name | **Resolve Now : Your Platform for Online Complaints** |
| Maximum Marks | 2 Marks |

| **S. No.** | **Parameter** | **Description** |
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| 1 | Problem Statement (Problem to be solved) | Consumers and businesses struggle with inefficient, opaque, and intimidating complaint resolution processes. Lack of transparency, communication gaps, and fear of retaliation reduce trust and effectiveness. |
| 2 | Idea / Solution Description | ResolveNow is a web-based platform (React frontend + Node.js backend) enabling users to submit complaints easily, track their progress transparently, and communicate in real time with respondents and admins. |
| 3 | Novelty / Uniqueness | - Anonymous complaint filing option - Real-time messaging between complainant, respondent, and moderators - Transparent complaint tracking dashboard - Admin-managed dispute resolution - Escalation and notification system |
| 4 | Social Impact / Customer Satisfaction | - Empowers consumers to be heard without fear - Provides businesses with a fair platform to respond - Increases accountability and transparency across industries - Reduces conflict escalation and improves trust in services |
| 5 | Business Model (Revenue Model) | - Freemium access with basic complaint filing and tracking - Subscription plans for businesses for enhanced response tools and analytics - Admin services for mediation and legal support packages - Advertising and partnerships with consumer rights organizations |
| 6 | Scalability of the Solution | - Scalable architecture for multi-region deployment with language localization - Mobile-first responsive design with plans for native apps - Modular system supporting integration with legal services, CRM, and government complaint portals |