# Ideation Phase
## Brainstorm & Idea Prioritization Template

| Date | June 2025 |
|---|---|
| Team ID | LTVIP2025TMID50765 |
| Project Name | ResolveNow: Your Platform for Online Complaints |
| Maximum Marks | 4 Marks |

### Step 1: Team Gathering, Collaboration, and Problem Statement Selection

**Activity:**
**As the sole developer, I initiated the ideation process by identifying gaps in the current complaint management systems through personal research and observation. I selected a meaningful problem related to delayed and inefficient handling of user grievances.**

**Selected Problem Statement:**
**"There is no efficient, centralized digital platform where users can submit complaints and track their resolution in real-time, causing delays, lack of accountability, and frustration."**

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### Step 2: Brainstorm, Idea Listing, and Grouping

**Raw Ideas Generated:**

| Idea | Group |
|---|---|
| Online portal for complaint submission | User Interface (UI) |
| Track complaint status in real-time | Core Functionality |
| Notify users via email/SMS | Notification System |
| Assign agents automatically | Backend Logic |
| Admin dashboard to manage all complaints | Admin Interface |
| Chat between user and agent | Real-time Communication |
| Secure login using OTP | Security |
| Attach documents/images with complaint | Complaint Features |
| Complaint resolution feedback | Feedback System |

**Grouped Themes:**

- **UI/UX: Complaint form, dashboard, responsive design**

- **Communication: Email, SMS, real-time chat**

- **Security: OTP, authentication**

- **Admin Tools: Monitoring, assigning, analyt**

**Step 3: Idea Prioritization**

**Prioritization Matrix (based on Impact vs Effort):**

| Idea | Impact | Effort | Priority |
| --- | --- | --- | --- |
| **Complaint form + file upload** | High | Low | High |
| **Real-time complaint tracking** | High | Medium | High |
| **Admin assignment panel** | High | High | High |
| **Chat with agent** | Medium | Medium | Medium |
| **SMS/Email Notifications** | Medium | Medium | Medium |
| **OTP Login** | Medium | High | + Low |
| **Feedback System** | Low | Low | Low |

**Final Decision:**

**I decided to implement the most impactful and feasible ideas first, including complaint submission, real-time tracking, admin tools, and user-agent interaction. Features like OTP and feedback will be added in future versions.**