

4. PROJECT DESIGN

Problem Solution Fit

Problem

In many organizations and service sectors, the complaint management process is still manual or poorly digitized. Users who face issues—whether related to a product, service, or public utility—often experience:

- Delayed response times
- Lack of transparency regarding complaint status
- No proper communication with the assigned personnel
- Frustration due to repetitive follow-ups
- No accountability on the part of the handling agent or department

This results in low user satisfaction, inefficient resolution, and a breakdown of trust between users and service providers.

Solution:

To address this gap, ResolveNow provides a centralized online platform for complaint registration, tracking, and resolution, developed using the MERN stack. The system features:

- User-friendly complaint submission
- Real-time status tracking
- In-app messaging between user and agent
- Admin control panel for assigning and monitoring complaints
- Automated notifications via email/SMS
- Secure login with role-based access

By digitizing and automating the entire complaint lifecycle, ResolveNow ensures fast, organized, and transparent issue handling.

Purpose

The primary purpose of ResolveNow is to:

- **Empower users** to raise issues without bureaucratic barriers
- **Streamline operations** for service providers through automation
- **Improve trust and satisfaction** by enabling communication and transparency
- **Monitor performance** of complaint handlers using analytics
- **Ensure accountability** through status logs, timelines, and feedback