

**Project Design Phase**  
**Problem – Solution Fit Template**

Date	18-06-2025
Team ID	LTVIP2025TMID53208
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	2 Marks

**Problem – Solution Fit Overview:**

**The Problem-Solution Fit ensures that ResolveNow addresses the crucial gaps in complaint registration and management systems, aligning with the actual needs of users, agents, and administrators. This validation is essential to ensure the platform is ready for real-world deployment and scaling.**

**Purpose:**

- Bridge the gap between citizens and responsible authorities for effective complaint resolution.
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- Provide a centralized system to register, track, and resolve complaints seamlessly.
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- Eliminate delays and confusion caused by manual complaint processes.
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- Enable transparent communication between users, agents, and admins.
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- Promote responsible governance by enabling accountability and timely action.

### **Problem Statement:**

**Citizens and authorities face several challenges in traditional complaint handling:**

**Lack of a unified platform for registering and tracking complaints.**

**No transparency or status updates once a complaint is filed.**

**Delayed resolution due to poor communication between departments.**

**No structured system for agents to manage and resolve complaints efficiently.**

**Lack of proper feedback mechanism and analytics for continuous improvement.**

### **Solution:**

- ResolveNow, an intuitive online complaint registration and management platform, offers:
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  - Role-based dashboards for Admin, Agent, and User to manage workflows effectively.
  - Complaint registration with categories, priority levels, and evidence attachments.
  - Real-time status tracking and notifications to users.
  - Internal chat system for communication between user and assigned agent.
  - Admin dashboard to assign agents, monitor complaint trends, and manage the system.
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- Analytics and reports to evaluate complaint resolution performance.
- Secure authentication and data handling for user trust and platform safety.