

Project Design Phase
Proposed Solution Template

Date	23 June 2025
Team ID	LTVIP2025TMID54898
Project Name	Resolvenow: your platform for online complaints
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In many organizations and public service sectors, complaint registration and resolution processes are still handled manually or through outdated systems. This leads to delays, lack of transparency, miscommunication, and poor customer satisfaction. Users have no visibility into the status of their complaints, and administrators find it difficult to assign, track, and resolve them efficiently.
2.	Idea / Solution description	ResolveNow is a web-based complaint registration and management system that provides a centralized platform for users to file complaints, track their progress, and communicate with support agents. The application supports three roles — Customer, Agent, and Admin — each with role-based dashboards for managing and tracking complaints. Admins can assign agents, agents can update statuses and respond to users, and customers can monitor their complaint history in real-time.
3.	Novelty / Uniqueness	<ul style="list-style-type: none"> ✓ Designed with role-based dashboards for real-time tracking. ✓ Simple, user-friendly interface built with React for seamless navigation. ✓ Built using the MERN stack (MongoDB, Express, React, Node.js), making it modular and scalable. ✓ Future enhancement scope includes live chat integration, multi-language support, and AI-based ticket classification.
4.	Social Impact / Customer Satisfaction	ResolveNow empowers users by making the complaint process transparent and efficient. It improves public service delivery by reducing the response time and increasing accountability. Users can track their complaints, engage in direct communication with agents, and receive timely resolutions — leading to higher trust and satisfaction.
5.	Business Model (Revenue Model)	Although this version is built as a non-commercial academic project, future business models may include: <ul style="list-style-type: none"> • SaaS Model: Offer the platform to municipal bodies or private companies on a subscription basis. • Custom Integrations: Charge for integrating the platform with existing CRM systems.

		<ul style="list-style-type: none"> • Premium Features: Offer paid services like analytics dashboards, advanced reporting, or priority complaint handling.
6.	Scalability of the Solution	ResolveNow is built using a scalable architecture with a clear separation of frontend, backend, and database layers. It can easily be deployed on cloud infrastructure (like Render or AWS) and adapted for multiple clients. The system supports multi-user roles and can handle increasing complaint volume, user traffic, and additional modules like mobile app integration or multilingual support.