**Ideation Phase**

**Brainstorm & Idea Prioritization Template**

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| Date | 28 June 2025 |
| Team ID | LTVIP2025TMID57433 |
| Project Name | Online Complaint Registration and Management System |
| Maximum Marks | 4 Marks |

### ****Step 1: Team Gathering, Collaboration and Select the Problem Statement****

**• Objective:**  
 Get the team together to collaborate and identify a key problem.

**• Purpose:**  
Ensures everyone is aligned and that a meaningful, well-scoped challenge is selected before ideation begins.

**• Usage in Your Project:**

* **Selected Problem:** Many institutions lack an efficient and centralized system for managing user complaints. Manual handling often results in delayed responses, lack of tracking, and low user satisfaction. Our solution automates and streamlines the complaint registration and resolution process, making it more transparent and efficient.

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

**• Objective:**  
Encourage free thinking, collect a diverse range of ideas, and group similar ideas to form structured categories.

**• Best Practices:**

* No judgment of ideas initially
* Aim for quantity first, then quality
* Visual or written clustering of related ideas

**• Usage in Your Project:**  
Brainstormed ideas for the complaint system included:

* **User Registration and Login System**  
  Secure user account creation and login to allow personalized complaint tracking.
* **Complaint Submission Form**  
  Structured form to capture issue details, including images and documents.
* **Real-time Complaint Status Tracking**  
  Users can view updates on the progress of their complaint.
* **Agent Assignment System**  
  Complaints are assigned to specific agents based on department and workload.
* **Admin Dashboard**  
  Centralized view for managing users, complaints, and agents.
* **Agent Dashboard**  
  Interface for agents to view assigned complaints and interact with users.
* **Integrated Chat System**  
  In-app chat between users and assigned agents for direct communication.
* **Email/SMS Notifications**  
  Alerts sent to users and agents on updates to complaint status.
* **MongoDB as the Database**  
  Flexible storage for users, complaints, chat, and agent data.
* **Node.js + Express.js Backend**  
  RESTful APIs to handle all business logic and communication.
* **React.js Frontend with Material UI/Bootstrap**  
  Modern UI for responsive and user-friendly experience.
* **Role-Based Access Control**  
  Separate access and views for Admin, Agent, and User roles.

### ****Step 3: Idea Prioritization****

**• Objective:**  
From the pool of brainstormed ideas, choose the most viable and impactful ones for execution.

**• Techniques to Use:**

* Impact vs. Effort Matrix
* MoSCoW (Must have, Should have, Could have, Won’t have)
* Dot Voting

**• Usage in Your Project:**  
Prioritized Features (using MoSCoW model):

* **Must Have:**
  + User registration & authentication (JWT)
  + Complaint submission & tracking system
  + Role-based dashboards (User, Agent, Admin)
  + MongoDB database integration
  + RESTful API with Node.js/Express
  + Real-time messaging (Socket.io)
* **Should Have:**
  + Chat window between user and agent
  + Notification system (Email/SMS)
  + Admin complaint assignment interface
* **Could Have:**
  + Complaint category filters
  + Analytics for admin (e.g. resolved vs. pending)
  + Dark/light theme toggle
* **Won’t Have (for now):**
  + Multilingual support
  + Mobile app version