**Project Design Phase**

**Problem – Solution Fit Template**

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| Date | 28 June 2025 |
| Team ID | LTVIP2025TMID57433 |
| Project Name | Online Complaint Registration and Management System |
| Maximum Marks | 2 Marks |

**Problem–Solution Fit:**

The **Problem–Solution Fit** refers to the stage where a clearly defined problem faced by users is matched with a solution that effectively addresses that problem. For a software product like the **Online Complaint Registration and Management System**, achieving this fit ensures that the system is solving a real-world issue with a practical, usable, and scalable solution. It serves as the foundation for user satisfaction, system adoption, and long-term success.**.**

**Purpose:**

**❑ Solve the problem of delayed and inefficient complaint handling by providing a centralized platform for users to register, track, and manage complaints.**

❑ **Streamline complaint management** for administrators and agents, enabling faster assignment, resolution, and communication through a real-time chat interface.

❑ **Improve user satisfaction** by offering transparency in complaint status, updates, and resolution timelines.

❑ **Eliminate the hassle of physical complaint registration** and follow-ups by digitizing the entire process with an intuitive, accessible web interface.

❑ **Enhance accountability and tracking** by maintaining structured logs of user complaints, status changes, and agent performance.

❑ **Boost communication and resolution efficiency** by allowing direct user–agent interaction through built-in messaging, reducing miscommunication and unnecessary delays.

**Template:**

