

Ideation Phase

Brainstorm & Idea Prioritization Template

Date	31 January 2025
Team ID	LTVIP2025TMID55916
Project Name	Resolve Now
Maximum Marks	4 Marks


Brainstorm & Idea Prioritization Template:

Brainstorming provides a free and open environment that encourages everyone within a team to participate in the creative thinking process that leads to problem solving. Prioritizing volume over value, out-of-the-box ideas are welcome and built upon, and all participants are encouraged to collaborate, helping each other develop a rich amount of creative solutions.

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

Reference: <https://www.mural.co/templates/brainstorm-and-idea-prioritization>

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



Online Complaint Registration and Management System

Before you collaborate

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» Get an overview

The Online Complaint Registration and Management System is a platform for submitting, tracking, and receiving complaints.

» Optimize the process

It can help organisations develop a safety management system that is proactive, reactive, and preventive.

» Become familiar with key features


- User registration and complaint submission
- Tracking, notifications, and agent interaction
- Assigning and routing complaints

Define your problem statement

What problems can this system help to solve? What are the most important problems? What are the most important problems? What are the most important problems?

→ Referent

How might we improve complaint resolution efficiency?



Key rules of brainstorming

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- Encourage all ideas
- Go for quantity
- Defer judgment
- Link and improve

Step-2: Brainstorm, Idea Listing and Grouping

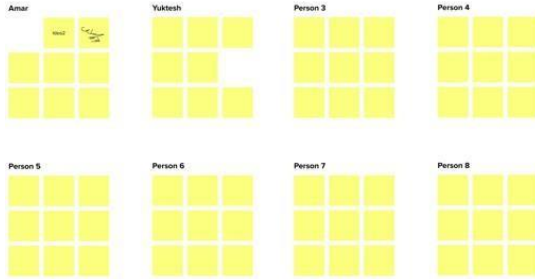
2

Brainstorm

Write down any ideas that come to mind that address your problem statement.

10 minutes

TIP
You can select a sticky note and hit the pencil (switch to sketch) icon to start drawing!

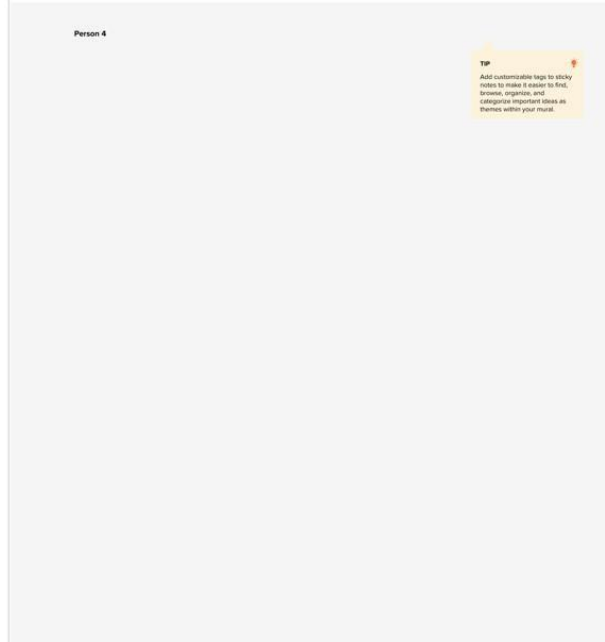


3

Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. In the last 10 minutes, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

20 minutes



TIP
Add customizable tags to sticky notes to make it easier to find, browse, organize, and categorize important ideas as themes within your mind.

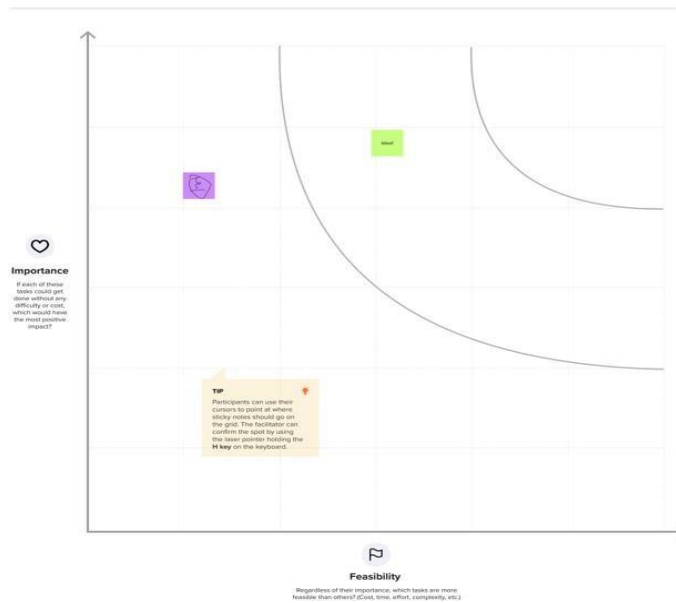
Step-3: Idea Prioritization

4

Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

20 minutes



Ideation Phase

Define the Problem Statements

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Customer Problem Statement Template:

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

I am	Describe customer with 3-4 key characteristics - who are they?	Describe the customer and their attributes here
I'm trying to	List their outcome or "job" the care about - what are they trying to achieve?	List the thing they are trying to achieve here
but	Describe what problems or barriers stand in the way - what bothers them most?	Describe the problems or barriers that get in the way here
because	Enter the "root cause" of why the problem or barrier exists - what needs to be solved?	Describe the reason the problems or barriers exist
which makes me feel	Describe the emotions from the customer's point of view - how does it impact them emotionally?	Describe the emotions the result from experiencing the problems or barriers

Reference: <https://miro.com/templates/customer-problem-statement/>

Example:

I am	I'm trying to	But	Because	Which makes me feel
a traveler	book flights on my phone	it takes a long time	The website is not responsive and doesn't have a mobile version	Frustrated

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Customer	Travel safely	Roads are not damaged	No proper maintenance	Worried, anxious and frustrated
PS-2	Customer	Use safe water	Water is unhygienic	Various reasons	Frustrated, sad and unhealthy

PS-3	Customer	Breathe fresh air	Air is polluted	Factories	Worried and helpless
PS-4	Customer	Sleep properly	Noises during night	Construction	Frustrated and angry
PS-5	Customer	Travel Safely	Roads are damaged	Heavy vehicle travelling	Angry. Helpless and Frustrated

Ideation Phase Empathize & Discover

Date	22nd May 2025
Team ID	LTVIP2025TMID55916
Project Name	Resolve Now
Maximum Marks	4 Marks

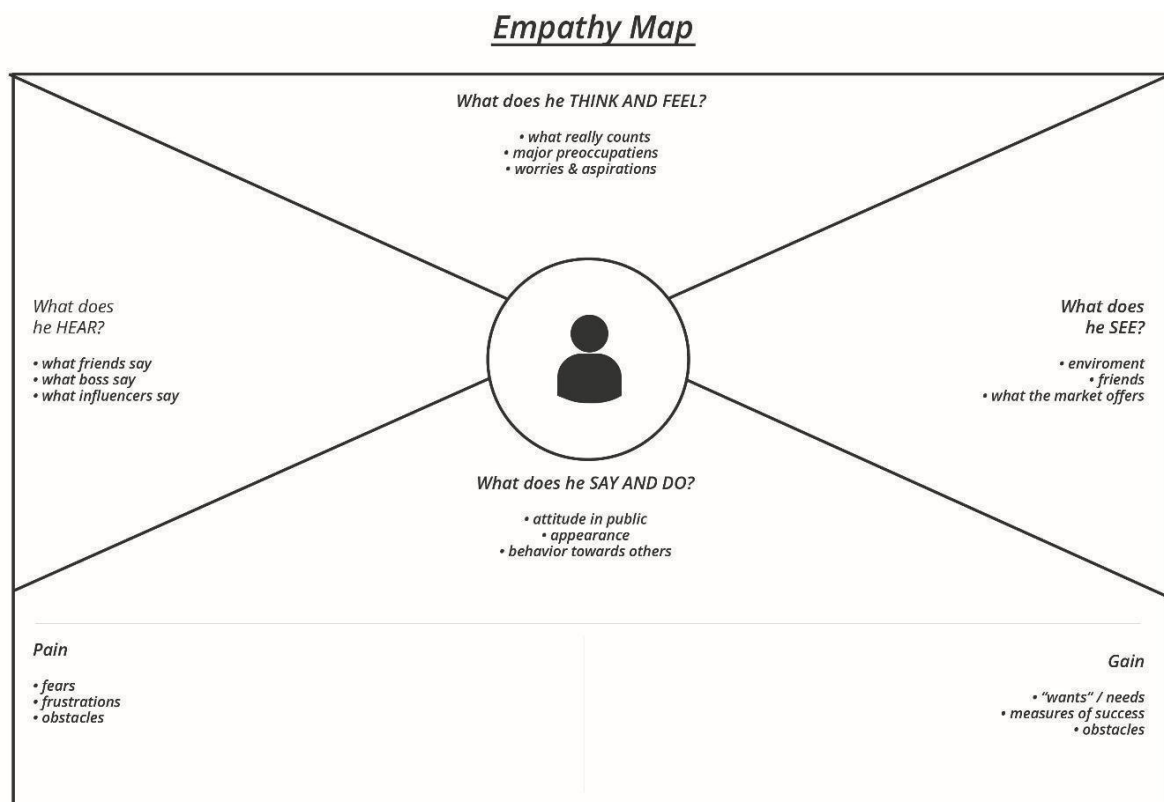
Empathy Map Canvas:

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes.

It is a useful tool to help teams better understand their users.

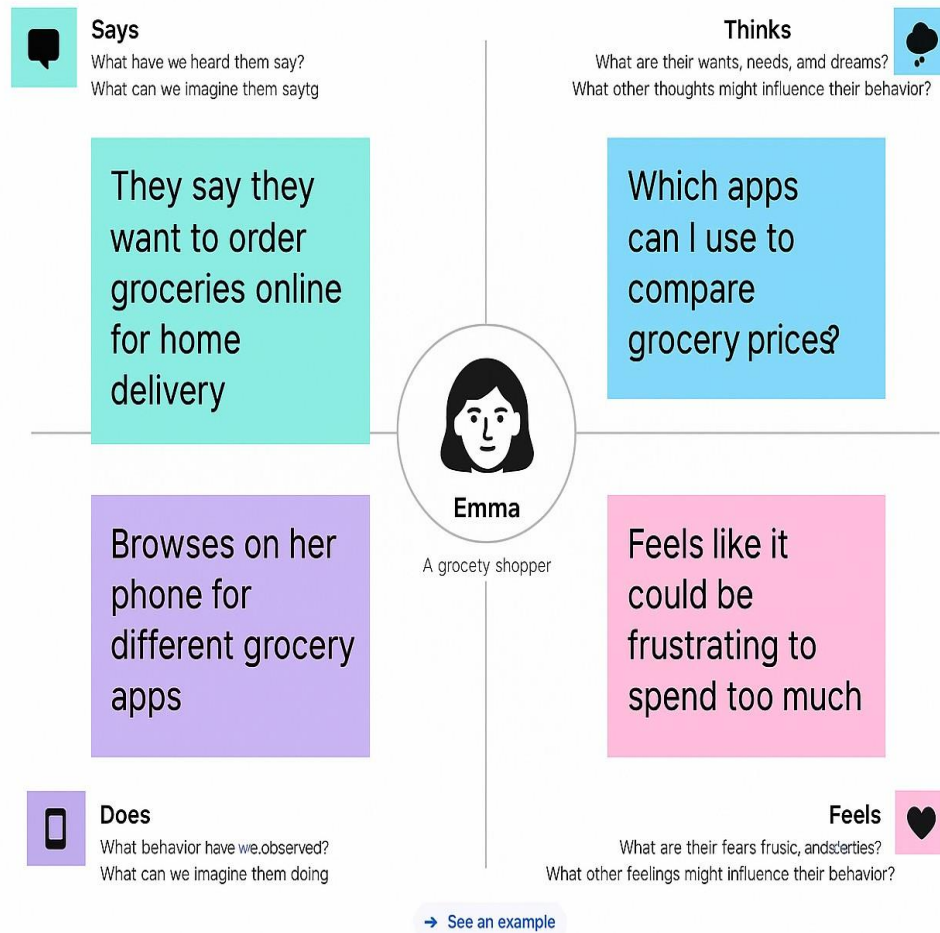
Creating an effective solution requires understanding the true problem and the person who is experiencing it. The exercise of creating the map helps participants consider things from the user's perspective along with his or her goals and challenges.

Example:



Reference: <https://www.mural.co/templates/empathy-map-canvas>

Example: Resolve Now



User Acceptance Testing (UAT) Template

Date	26-05-2025
Team ID	LTVIP2025TMID55916
Project Name	Resolve Now
Maximum Marks	

Project Overview:

Project Name: Resolve Now

Description: An online complaint registration and management system is a software application or platform that allows individuals or organizations to submit and track complaints or issues they have encountered.

Project Version:v1.0.0

Testing Period: 2025-05-26 to 2025-06-02

Testing Scope:

- User registration and login
- Complaint Submission
- Status Tracking
- Agent Communication

Requirements to be Tested:

- As a Client of ResolveNow, I want to Post the complaints easily.
- As a user, I want secure login and Post complaints.
- As an admin, I want to manage reported users and disputes.

Testing Environment:

Testing Environment

- URL: <https://reslovenow.example.com>

Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	User Registration	1. Visit site 2. Click "Sign Up" 3. Fill & submit form	[Describe the expected outcome]	Account created, redirected to dashboard	[Pass/Fail]
... TC-002	... Post a Job (Client)	... 1. Login as client 2. Go to "Post Job" 3. Submit form	...Job appears on homepage

Bug Tracking:**Sign-off:**

Tester Name: Rushi

Date: 26-05-2025

Signature: Rushi

Notes:

- Ensure that all test cases cover both positive and negative scenarios.
- Encourage testers to provide detailed feedback, including any suggestions for improvement.
- Bug tracking should include details such as severity, status, and steps to reproduce.
- Obtain sign-off from both the project manager and product owner before proceeding with deployment.

Bug ID	Bug Description	Steps to reproduce	Severity	Status	Additional feedback
BG-001	Error on job posting form	1. Login as client 2. Submit empty form	Medium	Open	Form should show validation
...

Project Design Phase Problem – Solution Fit Template

Date	26-05-2025
Team ID	LTVIP2025TMID55916
Project Name	Resolve Now
Maximum Marks	2 Marks

Problem – Solution Fit Overview:

The Problem–Solution Fit ensures that the *ResolveNow* platform effectively addresses the inefficiencies in traditional complaint handling systems and meets the real-world needs of both citizens and administrative authorities. This validation is crucial before scaling the system across departments or regions.

Purpose:

- Create a transparent, accountable channel for citizens and organizations to report complaints or issues.
- Centralize complaint management—submission, tracking, resolution—on one platform.
- Provide real-time status updates and automated notifications for better engagement.
- Empower administrators with analytics and case tracking for better governance.

- Build trust through timely responses, escalation mechanisms, and feedback collection.

Problem Statement:

Many institutions and public services face challenges like:

- Complaints getting lost or ignored due to manual systems
- No transparency or updates provided to complainants
- Delayed responses and unclear resolution timelines
- Poor tracking of repeated or high-priority issues
- Lack of data-driven insights for improving service quality

Solution:

ResolveNow, a full-stack complaint registration and management system, offers:

- Online complaint submission with unique tracking ID
- Role-based dashboards for complainants, staff, and admins
- Real-time status updates, email/SMS alerts, and escalation paths
- Complaint categorization, prioritization, and automated assignment
- Performance metrics and reports for timely resolution tracking

Project Design Phase Proposed Solution Template

Date	26-06-2025
Team ID	LTVIP2025TMID55916
Project Name	Resolve Now
Maximum Marks	2 Marks

Proposed Solution for Resolve Now

S. No.	Parameter	Description
1	Problem Statement (Problem to be solved)	An online complaint registration and management system is a software application or platform that allows individuals or organizations to submit and track complaints or issues they have encountered.

2	Idea / Solution Description	The Resolve Now platform is a full-stack web application (React frontend + Node.js backend) that enables clients to post jobs, freelancers to apply, and both parties to collaborate through real-time messaging and secure payments. Admin controls help manage disputes and community standards.	P r o j e c t D e s i g n P h
3	Novelty / Uniqueness	<ul style="list-style-type: none"> - Online Reporting System -The agent will receive the reports - Admin dispute resolution system 	
4	Social Impact / Customer Satisfaction	<ul style="list-style-type: none"> - Impact on crime rate. - Ease of living without fear. - Transparent ratings & reviews enhance platform trust - Reduces hiring friction and supports the gig economy. 	
5	Business Model (Revenue Model)	<ul style="list-style-type: none"> - Freemium access for users. 	

ase Solution Architecture

Date	26 -052025
Team ID	LTVIP2025TMID55916
Project Name	Reslove Now
Maximum Marks	4 Marks

Solution Architecture:

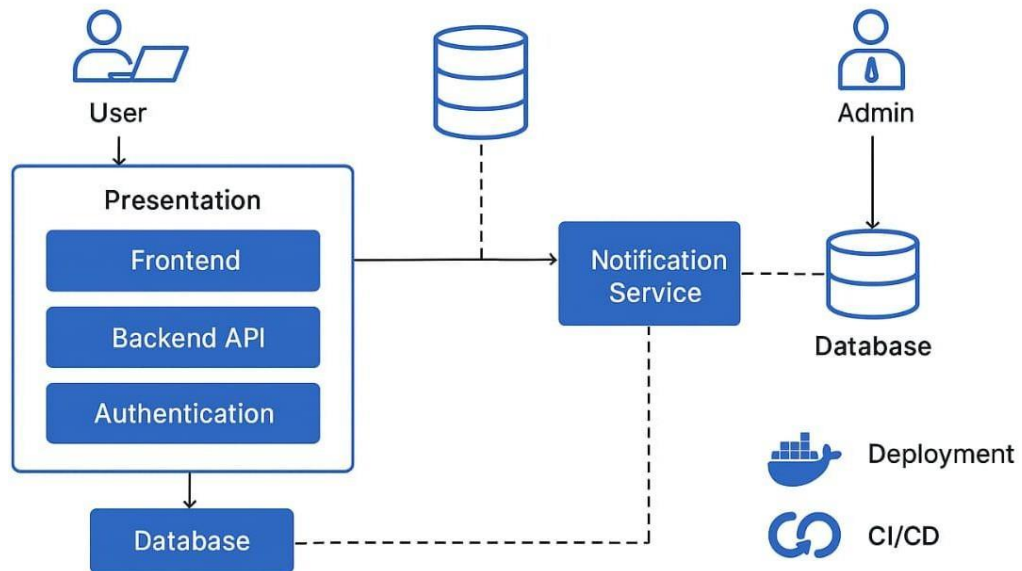
The solution architecture for **Resolve Now** ensures a robust, user-friendly, and scalable platform that connects clients with skilled freelancers. The architecture focuses on responsive design, secure transactions, intelligent matching, and real-time messaging to ensure smooth project workflows and high user satisfaction.

- Seamless Crime posting on the application
- End-to-end project lifecycle management
- Scalable user authentication and authorization
- Secure and trackable payment transactions

Example - Solution Architecture Diagram:

Solution Architecture

Online Complaint Registration and Management System



Project Planning Phase

Project Planning Template (Product Backlog, Sprint Planning, Stories, Story points)

Date	26-05-2025
Team ID	LTVIP2025TMID55916
Project Name	Resolve Now
Maximum Marks	5 Marks

Product Backlog, Sprint Schedule, and Estimation (4 Marks)

Product Backlog & Sprint Schedule

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	User Authentication	USN-1	As a user, I can sign up and log in securely.	3	High	
		USN-2		2	Medium	

			As a user, I can reset my password.			
Sprint-2	Crime Posting	USN-3	As a client, I can post a Complaint.	2	High	
Sprint-3	Application	USN-4	As a Agent, I can take care of queries.	3	High	
		USN-5		2	High	
		USN-6	As a user, I can complaint.	2	Medium	
Sprint-4	Payment Integration & Reviews	USN-7		3	High	
		USN-8		2	Medium	

			As a user, I can leave a review after project completion.			
		USN-9		2	Medium	

Project Tracker, Velocity & Burndown Chart

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	20	6 Days	1 May 2025	2 june 2025	20	2 june 2025
Sprint-2	20	6 Days	3 May 2025	4 june 2025	20	4 june 2025
Sprint-3	20	6 Days	5 May 2025	6 june 2025	20	6 june 2025
Sprint-4	20	6 Days	7 May 2025	8 june 2025	20	8 june 2025

Project Design Phase-II

Data Flow Diagram & User Stories

Date	26-05-2025
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Project Name	Resolve Now
Maximum Marks	4 Marks

Data Flow Diagrams:

A **Data Flow Diagram (DFD)** illustrates how data moves within the Resolve Now platform. It captures how user interact with the system, how information flows between different components, and where the data is stored.



User Story Table – Freelance Finder

User Type	Functional Requirement (Epic)	User Story / Task	Acceptance Criteria	Priority	Release
Client	Query Posting	As a client, I can post a Complaint.	Query appears on home page of the agent.	High	Sprint-1

Agent	User Query	As an Agent, I will handle the queries.	Application visible to client.	High	Sprint-1
User	Messaging	As a user, I can chat with the other party in real-time.	Messages appear instantly.	Medium	Sprint-2
Client	Payment Processing	As a client, I can successfully register my complaints.	Agent will receive the queries.	High	Sprint-2

Admin	User Moderation	As an admin, I can review reported users and take action.	Reports and actions logged.	High	Sprint-1
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Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	26-05-2025
Team ID	LTVIP2025TMID55916
Project Name	Resolve now
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

Functional Requirements – Music Streaming App

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Authentication	Sign up, Login, Password Reset
		OAuth login using Google / GitHub
FR-2	Crime Posting	Posting complaints
FR-3	Job Application & Management	User will log complaints , Agent will Resolve

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The platform should offer a clean, intuitive UI for users of all skill levels.
NFR-2	Security	All data transfers must be encrypted. Implement role-based access and token auth.
NFR-	Performance	Pages should load within 2 seconds. Chat and job posting actions should be near-instant.
NFR-	Availability	The system should maintain 99.9% uptime across all services.
NFR-	Scalability	Should support high concurrency and rapid feature scaling through microservices.

Project Design Phase-II
Technology Stack (Architecture & Stack)

Date	26-05-2025
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Project Name	Resolve Now
Maximum Marks	4 Marks

Technical Architecture:

The Resolve Now platform is designed with a scalable 3-tier architecture that includes the presentation layer (frontend), business logic (backend), and data storage layer. The solution ensures performance, security, and ease of integration with third-party APIs (e.g., Stripe for payments).

Table-1 : Components & Technologies:

S.No	Component	Description	Technology
1.	User Interface	Web-based interface for clients and freelancers	HTML, CSS, JavaScript / React Js etc.
2.	Application Logic-1	Complaints posting	Node.js, Express.js
3.	Application Logic-2	Admin panel	React js, Node js

S.No	Component	Description	Technology
1.	User Interface	Web-based interface for clients and freelancers	HTML, CSS, JavaScript / React Js etc.
4.	Database	Stores user data, jobs, applications, messages	MongoDB

Table-2: Application Characteristics:

S.No	Characteristics	Description	Technology
5.	Open-Source Frameworks	Frontend frameworks	React.js, Node.js, BootStrap, Tailwind CSS
6.	Scalable Architecture	3-tier architecture with RESTful APIs	Microservices

References:

[React.js Documentation](#)

[Node js Best Practice](#)

[JSON Web Server Referance](#)

<https://medium.com/the-internal-startup/how-to-draw-useful-technical-architecture-diagrams-2d20c9fda90d>