

## Ideation Phase

### Brainstorm & Idea Prioritization Template

Date	June 2025
Team ID	LTVIP2025TMID57870
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	4 Marks

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

##### **Activity:**

As the sole developer, I initiated the ideation process by identifying gaps in the current complaint management systems through personal research and observation. I selected a meaningful problem related to delayed and inefficient handling of user grievances.

##### **Selected Problem Statement:**

"There is no efficient, centralized digital platform where users can submit complaints and track their resolution in real-time, causing delays, lack of accountability, and frustration."

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

##### **Raw Ideas Generated:**

Idea	Group
Online portal for complaint submission	User Interface (UI)
Track complaint status in real-time	Core Functionality
Notify users via email/SMS	Notification System
Assign agents automatically	Backend Logic
Admin dashboard to manage all complaints	Admin Interface
Chat between user and agent	Real-time Communication
Secure login using OTP	Security
Attach documents/images with complaint	Complaint Features
Complaint resolution feedback	Feedback System

##### **Grouped Themes:**

- **UI/UX:** Complaint form, dashboard, responsive design
- **Communication:** Email, SMS, real-time chat
- **Security:** OTP, authentication
- **Admin Tools:** Monitoring, assigning, analyt

### Step 3: Idea Prioritization

Prioritization Matrix (based on Impact vs Effort):

Idea	Impact	Effort	Priority
Complaint form + file upload	High	Low	<input checked="" type="checkbox"/> High
Real-time complaint tracking	High	Medium	<input checked="" type="checkbox"/> High
Admin assignment panel	High	High	<input checked="" type="checkbox"/> High
Chat with agent	Medium	Medium	<input checked="" type="checkbox"/> Medium
SMS/Email Notifications	Medium	Medium	<input checked="" type="checkbox"/> Medium
OTP Login	Medium	High	<input type="checkbox"/> Low
Feedback System	Low	Low	<input checked="" type="checkbox"/> Low

Final Decision:

I decided to implement the most impactful and feasible ideas first, including complaint submission, real-time tracking, admin tools, and user-agent interaction. Features like OTP and feedback will be added in future versions.