

Project Design Phase

Problem – Solution Fit Template

Date	26 June 2025
Team ID	LTVIP2025TMID59319
Project Name	ResolveNow: Your Platform for Online Complaints
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.

Template:

Problem-Solution fit canvas 2.0		Purpose / Vision	
Customer Segments (CS)	1. CUSTOMER SEGMENTS Businesses and organizations Government citizens Local communities Businesses for business complaints	Customer Constraints (CC)	6. CUSTOMER CONSTRAINTS Limited access to physical complaint centres Medical complaint registration processing Lack of visibility into complaint resolution progress
	Jobs to be Done (JP)		2. JOBS TO BE DONE / PROBLEMS Difficulty visiting physical complaint centers Time consuming manual complaint process Lack of transparency in complaint resolution process
Triggers (TR)		2. TRIGGERS Frustration about the effort to register a complaint Frustration about the effort to register a complaint Satisfaction with timely updates and real-time	SL
	Emotions (EM)	4. EMOTIONS BEFORE / AFTER Frustration about the effort to register a complaint Satisfaction with timely updates and real-time	

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