

Project Design Phase
Problem – Solution Fit Template

Date	29 June 2025
Team ID	LTVIP2025TMID59412
Project Name	ResolveNow
Maximum Marks	2 Marks

Problem – Solution Fit Template:

Customers often face frustration and delays when registering complaints through traditional or manual channels. These systems lack transparency, efficient routing, real-time updates, and often lead to unresolved issues due to poor follow-up, limited communication with support agents, and absence of centralized tracking.

This results in decreased trust, customer dissatisfaction, and operational inefficiencies for organizations.

Purpose:

ResolveNow is a full-stack web-based complaint registration and management system that simplifies and digitizes the entire complaint lifecycle—from user registration to resolution. It provides:

- A centralized platform for submitting and tracking complaints
- Real-time status updates via email/SMS
- Direct messaging between users and support agents
- Admin control to assign and route complaints
- Secure and user-friendly interfaces for all stakeholders
- **Solves a complex customer pain-point** by making complaint handling transparent, efficient, and accessible.
- **Increases solution adoption** by using familiar web interfaces and instant communication channels (email/SMS/chat).
- **Improves marketing and communication strategies** by delivering timely notifications, updates, and resolutions.
- **Builds trust and brand reputation** by solving frequent annoyances like delayed responses, lack of communication, and unresolved issues.
- **Improves the existing system** by introducing a digital, secure, and trackable alternative that enhances user experience and operational control.