

Project Design Phase
Proposed Solution Template

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

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1	Problem Statement (Problem to be solved)	Lack of a centralized, transparent, and efficient system for registering and resolving customer complaints, leading to delays, miscommunication, and frustration.
2	Idea / Solution Description	ResolveNow is a full-stack web application that enables users to register complaints, track their status in real-time, communicate with support agents, and receive notifications. The system is managed by admins who assign and monitor complaint progress.
3	Novelty / Uniqueness	Integrates real-time messaging, intelligent complaint routing, automated status notifications, and secure access into a single platform—minimizing delays and manual errors.
4	Social Impact / Customer Satisfaction	Enhances transparency and trust by providing quick resolutions, continuous updates, and open communication channels—leading to improved customer satisfaction and accountability.
5	Business Model (Revenue Model)	Freemium SaaS-based model for small users; premium subscription for large organizations. Additional revenue through onboarding, support, and customization services.
6	Scalability of the Solution	Easily scalable across industries (retail, utilities, education, government) with multi-user roles, cloud infrastructure, and support for regional languages and APIs.