**Project Design Phase-I**

**Proposed Solution Template**

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| Date | 6th July 2024 |
| Team ID | SWTID1720076124 |
| Project Name | Online Complaint Registration And Management System |
| Maximum Marks | 3 Marks |

**Proposed Solution Template:**

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

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| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | Many organizations struggle with inefficient, fragmented, and non-transparent complaint registration and management processes. This results in poor issue resolution and low customer satisfaction. |
|  | Idea / Solution description | The Online Complaint Registration and Management System streamlines complaint handling by allowing users to register complaints, track status in real-time, and interact with agents. Key features include user registration, detailed complaint submission, progress tracking, automatic notifications, intelligent complaint routing, and robust security measures. |
|  | Novelty / Uniqueness | The system uses intelligent routing algorithms for efficient complaint resolution and offers real-time tracking and interactive features for users. Robust security measures ensure data protection and compliance with regulations, while a user-friendly interface enhances accessibility. |
|  | Social Impact / Customer Satisfaction | The system enhances customer satisfaction by providing a transparent and efficient complaint handling process. Timely issue resolution fosters trust and loyalty, leading to better customer relationships and improved service quality across industries. |
|  | Business Model (Revenue Model) | Revenue can be generated through:   * **Subscription Fees**: Monthly or annual fees based on user numbers and features. * **Pay-Per-Use**: Charges per complaint submitted or resolved. * **Customization Fees**: For tailored features or integrations. * **Training and Support Services**: Premium packages for maximizing system effectiveness. * **Data Analytics and Reporting**: Advanced features as add-ons. |
|  | Scalability of the Solution | The system is highly scalable, utilizing cloud-based infrastructure, modular design, automated processes, load balancing, and support for multiple languages and regional regulations, enabling global expansion and efficient management of increasing volumes. |