

# Problem–Solution Fit Template

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**Team ID:** LTVIP2026TMIDS74564

**Project Name:** Resolve Now – Your Platform for Online Complaints

## Problem Statement

Many people face problems with products, services, government offices, and online platforms, but they do not know where or how to register complaints properly. Existing complaint systems are often slow, confusing, or do not provide updates. This causes frustration and unresolved issues.

## Target Users / Customers

General public, Online shoppers, Customers of private companies, Citizens facing issues with public services.

## Current Solutions (Existing Alternatives)

Email complaints, Customer care calls, Government complaint portals, Social media complaints. Limitations include no proper tracking, slow response, lack of transparency, and difficult process.

## Proposed Solution

Resolve Now is an online complaint platform where users can easily submit complaints, track their status, and receive updates. It provides a simple and centralized system for complaint management.

## Value Proposition

Easy complaint submission, Complaint tracking system, Faster response, User-friendly platform, Transparent process.

## Key Features

Online complaint submission, Complaint status tracking, User login and dashboard, Notifications and updates.

## Problem–Solution Fit Validation

Users face difficulty in complaint registration and want a simple and fast platform. This platform solves their problem effectively.

## Success Metrics

Number of users registered, Number of complaints submitted, Complaint resolution rate, User satisfaction.