Proposed Solution Template

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Project Name: Resolve Now – Your Platform for Online Complaints

Proposed Solution Overview

Resolve Now is an online complaint management platform designed to help users easily register their complaints regarding products, services, or public issues. The platform provides a simple, fast, and centralized system where users can submit complaints and track their resolution status.

How the Solution Works

Users create an account and log in to the platform. Users submit their complaint by filling out an online form. The complaint is stored in the system database. Users can track the complaint status anytime. Admin reviews and updates the complaint status.

Key Features

Easy online complaint submission, Complaint tracking system, Secure user login, Admin dashboard for complaint management, Status updates and notifications.

Benefits of the Solution

Saves user time, Easy to use, Provides transparency, Faster complaint resolution, Centralized complaint system.

Technology Used

Frontend: HTML, CSS, JavaScript. Backend: Python / Java / PHP. Database: MySQL.

Expected Outcome

The platform will help users submit and track complaints easily and improve the complaint resolution process efficiently.