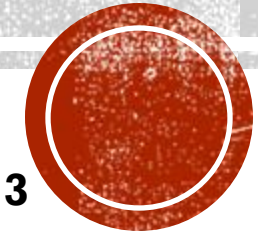
RESOLVE NOW :-

Your Platform For Online Complaints



Team ID : **LTVIP2025TMID58213**

Team Size : 4

Team Leader : Chinta Siva Janardhan

Team member : B Meghana

Team member : D Naveen

Team member : Gunturu Mydhili

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PROJECT STRUCTURE :

- Introduction
- Problem Statement
- Objectives
- Literature Review / Market Analysis
- System Design
- Implementation
- Testing & Results
- Conclusion & Future Work
- References

DEFINE PROJECT SCOPE

- ***objectives**:*

- *Are you building a new platform, analyzing an existing one, or proposing improvements?*
- *Who is your target audience (consumers, businesses, government)?*
- *What types of complaints will your platform handle (consumer products, services, civic issues, etc.)?*
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RESEARCH EXISTING PLATFORMS :-

- ***Study platforms like:***
- *Consumer Complaints (consumercomplaints.in)*
- *National Consumer Helpline (govt. Of India)*
- *Better Business Bureau (bbb.org)*
- *Online forums (Reddit, Quora)*
- ***Analyze:***
- *Features offered (complaint submission, tracking, resolution, feedback)*
- *User interface and experience*
- *Success stories and pain points*

PLAN PLATFORM FEATURES :-

- ***Key features*** :
- *User Registration/Login*: Secure sign-up and authentication
- *Complaint Submission*: Easy-to-use form for details, attachments
- *Tracking System*: Users can check status updates
- *Communication*: Messaging between complainant and resolver
- *Resolution Workflow*: Steps from submission to closure
- *Feedback/Rating System*: Users rate the resolution process
- *Admin Dashboard*: For moderation and analytics

DESIGN WIREFRAMES OR PROTOTYPES :-

- *Use tools like Figma, Adobe XD, or pen-and-paper sketches*
- *Map out user journeys (from registration to complaint resolution)*
- *Get feedback from peers or mentors*

DEVELOP OR SIMULATE THE PLATFORM :-

- ***If building***:
- *Choose a tech stack (e.g., React for frontend, Node.js for backend, MongoDB for database)*
- *Implement core modules (user, complaints, admin)*
- *Test for usability and bugs*
- ***If simulating***:
- *Create flowcharts or mockups*
- *Prepare sample data and demonstrate workflows*

DOCUMENT THE PROCESS :-

- ***Write a report or presentation covering:***
- *Project objectives*
- *Market research findings*
- *Feature list and rationale*
- *Design decisions*
- *Implementation steps*
- *Challenges faced and solutions*
- *Future enhancements*

DEMONSTRATE AND GET FEEDBACK :-

- Prepare a demo (live or recorded)
- Gather feedback from users, mentors, or evaluators
- Note suggestions for improvement

FINALIZE AND SUBMIT :-

- Polish your documentation and presentation
- Ensure your platform or prototype is accessible
- Submit as per your project guidelines

Thank You