Project Design Phase

Proposed Solution Template

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| Date | 15 February 2025 |
| Team ID | LTVIP2025TMID54346 |
| Project Name | Shopsmart:Your Digital Grocery Store Experience |
| Maximum Marks | 2 Marks |

Proposed Solution :

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| S.No. Parameter | | Description |
| 1 | Problem  Statement (Problem to be  solved) | Lack of a streamlined, transparent, and user-friendly system for registering, tracking, and resolving complaints in government or institutional services. Users face delays, no updates, and lack of communication. |
| 2 | Idea / Solution  Description | ResolveNow is an online complaint management platform where users can register complaints, track progress, and chat with assigned agents. Admins assign complaints to relevant departments and monitor progress. |
| 3 | Novelty /  Uniqueness | Unlike traditional systems, ResolveNow integrates real-time messaging, status tracking, role-based dashboards  (user/agent/admin), and a clean UI/UX using MERN stack for better engagement and speed. |
| 4 | Social Impact /  Customer  Satisfaction | Increases public trust by making the complaint process transparent and responsive. Empowers users to raise issues and get timely resolutions, improving satisfaction and reducing frustration. |
| 5 | Business Model  (Revenue Model) | Freemium model for basic public use. Premium paid services for institutions (schools, municipalities, housing societies) that need a customized version with branding, analytics, and support. |
| 6 | Scalability of the  Solution | Highly scalable across sectors – schools, hospitals, transport, government bodies, etc. Can also be adapted to mobile apps and multilingual platforms for broader reach. |