

Project Design Phase
Proposed Solution Template

Date	22 May 2025
Team ID	LTVIP2025TMID20310
Project Name	Resolvenow: Your Platform For Online Complaints
Maximum Marks	2 Marks

Proposed Solution :

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

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Citizens and customers often face difficulties in registering complaints, tracking their status, and receiving timely resolutions due to the lack of a centralized, user-friendly complaint management system.
2.	Idea / Solution description	A digital platform that allows users to register complaints online, track their progress, and interact with assigned agents—streamlining the resolution process and ensuring transparency.
3.	Novelty / Uniqueness	<ul style="list-style-type: none">• Role-based access: User, Agent, Admin• Real-time complaint tracking and chat support• Automated complaint assignment• Lightweight, responsive UI for all devices
4.	Social Impact / Customer Satisfaction	<ul style="list-style-type: none">• Increases public trust in service delivery• Reduces manual processing time and errors• Empowers users with transparency and accountability• Improves public service quality through feedback loops
5.	Business Model (Revenue Model)	<ul style="list-style-type: none">• Subscription fees for enterprise clients• Data insights dashboard (premium)
6.	Scalability of the Solution	<ul style="list-style-type: none">• Can be scaled across departments, cities, or organizations• Easily integrable with APIs of helpdesk or CRM systems• Multi-language and regional support to reach wider user base