**Project Design Phase**

**Proposed Solution Template**

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| 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.

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| **S.No.** | **Parameter** | **Description** |
| 1. 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. |
| 1. 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. |
| 1. 3. | Novelty / Uniqueness | * Role-based access: User, Agent, Admin * Real-time complaint tracking and chat support * Automated complaint assignment * Lightweight, responsive UI for all devices |
| 1. 4. | Social Impact / Customer Satisfaction | * 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 |
| 1. 5. | Business Model (Revenue Model) | * Subscription fees for enterprise clients * Data insights dashboard (premium) |
| 1. 6. | Scalability of the Solution | * 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 |