

## Project Design Phase

### Problem – Solution Fit Template

Date	10-06-2025
Team ID	LTVIP2025TMID54541
Project Name	Shopsmart
Maximum Marks	2 Marks

#### Problem – Solution Fit Overview:

The Problem–Solution Fit ensures that the *Shopsmart* platform effectively addresses the inefficiencies in traditional complaint handling systems and meets the real-world needs of both citizens and administrative authorities. This validation is crucial before scaling the system across departments or regions.

#### Purpose:

- Create a transparent, accountable channel for citizens and organizations to report complaints or issues.
- Centralize complaint management—submission, tracking, resolution—on one platform.
- Provide real-time status updates and automated notifications for better engagement.
- Empower administrators with analytics and case tracking for better governance.
- Build trust through timely responses, escalation mechanisms, and feedback collection.

#### Problem Statement:

Many institutions and public services face challenges like:

- Complaints getting lost or ignored due to manual systems
- No transparency or updates provided to complainants
- Delayed responses and unclear resolution timelines
- Poor tracking of repeated or high-priority issues
- Lack of data-driven insights for improving service quality

#### Solution:

**Shopsmart**, a full-stack complaint registration and management system, offers:

- Online complaint submission with unique tracking ID
- Role-based dashboards for complainants, staff, and admins
- Real-time status updates, email/SMS alerts, and escalation paths
- Complaint categorization, prioritization, and automated assignment
- Performance metrics and reports for timely resolution tracking