

Project Design Phase
Proposed Solution Template

Date	28 June 2025
Team ID	LTVIP2025TMID42141
Project Name	Complaint Analysis
Maximum Marks	2 Marks

Proposed Solution Template:

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

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Lack of a centralized, efficient, and transparent platform for customers to register, track, and resolve complaints, resulting in delayed grievance redressal and poor customer satisfaction.
2.	Idea / Solution description	ResolveNow is an online complaint registration and management system that enables users to register complaints, track status in real-time, interact with support agents through live chat, and receive timely resolutions. It includes role-based dashboards for Admin, Agent, and User with secure login and real-time communication.
3.	Novelty / Uniqueness	The platform integrates real-time interaction using Socket.IO, smart complaint routing, and role-based access control with JWT tokens. It offers a smooth, dynamic UI with React.js and ensures robust security and privacy across all roles.
4.	Social Impact / Customer Satisfaction	It empowers individuals to raise issues efficiently and transparently, improving trust in digital systems. Real-time updates and agent communication significantly enhance user satisfaction and reduce frustration.
5.	Business Model (Revenue Model)	The platform can follow a SaaS (Software as a Service) model, offering subscription plans to organizations, government departments, and companies that need complaint handling systems. Additional revenue can come from custom integrations and support services.
6.	Scalability of the Solution	Built with scalable technologies like MongoDB, Node.js, and React, the system can handle large user bases and can be extended with features like AI-based complaint categorization, SMS/email alerts, and multilingual support for broader adoption.