**Project Design Phase - Proposed Solution Template**

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| Date | 15 February 2025 |
| Team ID | LTVIP2025TMID58285 |
| Project Name | Service Desk for Customer Complaint Resolution |
| Maximum Marks | 2 Marks |

**Proposed Solution :**

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| **S.No.** | **Parameter** | **Description** |
| 1 | Problem Statement (Problem to be solved) | Lack of a centralized, transparent, and responsive platform for managing service complaints in institutional environments. Users often face slow logins, no response, unclear status updates, and ineffective communication with agents. |
| 2 | Idea / Solution Description | The Service Desk is a full-stack web-based complaint resolution system where users can register complaints, track their status, and chat with assigned agents. Admins can assign complaints and manage users/agents via a dedicated dashboard. Built with React, Node.js, Express, and MongoDB. |
| 3 | Novelty / Uniqueness | Unlike conventional portals, it offers real-time messaging via Socket.io, JWTbased role authentication (user/agent/admin), and responsive dashboards for different roles. The modern UI and structured backend ensure a seamless and interactive complaint resolution experience. |
| 4 | Social Impact / Customer Satisfaction | Enhances trust and accountability by keeping users informed about their complaints. Reduces frustration, improves engagement, and ensures faster issue resolution by maintaining direct communication and live tracking. |
| 5 | Business Model (Revenue Model) | Free for general use in educational institutions. Premium model for organizations needing a customized version with admin analytics, priority support, branding options, and deployment assistance. |
| 6 | Scalability of the Solution | Easily scalable for various domains—colleges, municipalities, corporate services, and public service platforms. Future scope includes mobile app versions, multilingual support, and AI-powered auto-assign/chat features. |