

Ideation Phase

Brainstorm & Idea Prioritization

Date	23 February 2026
Team ID	LTVIP2026TMIDS90304
Project Name	ONLINE COMPLAINT REGISTRATION AND MANAGEMENT SYSTEM
Maximum Marks	4 Marks

Step-1: Team Gathering, Collaboration and Select the Problem Statement

Problem Statement: Individuals and organizations often face fragmented and slow processes when trying to report issues, leading to poor tracking and delayed resolutions. There is a critical need for a centralized, secure platform that streamlines the submission-to-resolution lifecycle, provides real-time transparency for users, and optimizes resource allocation for handling teams.

Step-2: Brainstorm, Idea Listing and Grouping

During the brainstorming session, several core features and innovations were identified to solve the problem statement. These ideas are grouped into functional categories:

1. User Accessibility & Engagement

- **Multi-channel Registration:** Allow users to sign up via standard forms, Gmail, or LinkedIn for reduced friction.
- **Evidence Uploads:** Enable users to attach images or documents directly to a complaint to provide visual proof of defects or issues.
- **Automated Notifications:** Use email or SMS triggers to keep users informed the moment a status changes or an agent is assigned.

2. Management & Efficiency

- **Intelligent Routing:** Implement algorithms to automatically route complaints to the correct department or agent based on the category or workload.
- **Role-Based Dashboards:** Distinct interfaces for Admins (oversight), Agents (resolution), and Users (tracking) to ensure data relevance and security.
- **Centralized Monitoring:** A master view for Admins to track all platform activity and enforce compliance.

3. Real-Time Resolution

- **Built-in Messaging:** A dedicated chat window for every complaint ID, allowing direct, real-time communication between the victim and the assigned agent.
- **Live Status Updates:** A "Status" section where status transitions (Pending → In Progress → Resolved) are visible in real-time.

Step-3: Idea Prioritization

Using the **Value vs. Effort** matrix, the brainstormed ideas have been prioritized for the current development cycle:

Priority	Feature / Idea	Rationale
High Priority (Core)	MERN Stack Architecture	Essential for building a scalable, full-stack solution with MongoDB for flexible data storage and React for dynamic UI. +1
High Priority (Core)	Role-Based Access Control	Fundamental to the "Scenario" where John (User), Sarah (Agent), and the Admin have distinct, secure permissions. +2
Medium Priority	Real-time Chat (Socket.io)	High value for user satisfaction; allows Sarah and John to discuss defects immediately through a message schema. +2
Medium Priority	Intelligent Routing	Optimizes resource allocation by ensuring the right agent gets the right complaint based on expertise. +1
Low Priority (Future)	Video Conferencing Integration	While mentioned in the architecture for advanced support, it is a secondary priority to basic text-based resolution.