Project Design Phase - Proposed Solution Template

Date	15 February 2025
Team ID	LTVIP2025TMID57241
Project Name	Service Desk for Customer Complaint Resolution
Maximum Marks	2 Marks

Proposed Solution :

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, JWT-based 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.