

Project Planning Template

Project Planning Template

Date: 28/06/2025

Team ID: LTVIP2025TMID49956

Project Name: Resolve Now Your Platform for Online Complaints

Marks: 2 Marks

1. Project Overview

Project Description:

"Resolve Now" is an online platform designed to help users submit and track complaints related to services or products. The platform aims to bridge the gap between consumers and service providers by offering a structured, easy-to-use digital complaint resolution interface.

Objective:

To create an accessible, efficient, and transparent complaint resolution system available online.

2. Project Scope

In Scope:

- User registration and login system
- Complaint submission and tracking
- Admin dashboard for complaint management
- Email/SMS notifications for updates

Out of Scope:

- Legal dispute resolution
- Offline complaint handling

Project Planning Template

- AI-based chat support (future enhancement)

Key Deliverables:

- Functional website or mobile app
- Complaint management system
- User guides/documentation

3. Timeline & Milestones

Milestone	Description	Target Date
-----	-----	-----
Requirements Gathering	Finalize all features and needs	01/07/2025
Prototype Design	UI/UX mockups	05/07/2025
Development Phase	Coding and backend setup	15/07/2025
Testing & Debugging	QA and bug fixing	25/07/2025
Final Submission	Project completion and handover	28/07/2025

4. Team Members & Responsibilities

Name	Role	Responsibilities
-----	-----	-----
Team Member A	Frontend Developer	Interface design, user input forms
Team Member B	Backend Developer	Database, server logic
Team Member C	QA/Tester	Test functionality, report bugs
Team Member D	Documentation Lead	Write user guides and reports

5. Risk Management

Risk	Likelihood	Impact	Mitigation Strategy
------	------------	--------	---------------------

Project Planning Template

-----|-----|-----|-----

Delay in development | Medium | High | Add buffer time in schedule

Technical bugs near deadline | High | Medium | Continuous testing after each task

Server downtime during demo | Low | High | Use a stable, tested hosting plan

6. Success Criteria

- Platform allows users to submit and track complaints smoothly
- Admin can manage and respond to complaints efficiently
- Positive user feedback during testing phase
- Delivered within deadline and meets functional requirements