

# Project Planning Template

## Problem-Solution Template

Date: 28/06/2025

Team ID: LTVIP2025TMID49956

Project Name: Resolve Now Your Platform for Online Complaints

Marks: 2 Marks

### 1. Problem Statement

Consumers often face issues with services or products and find it difficult to reach the appropriate authorities or customer support for resolution. Many existing systems are either inefficient, slow, or lack transparency. This leads to unresolved complaints, frustration, and loss of trust.

### 2. Root Cause Analysis

- Lack of centralized complaint platform
- Inadequate follow-up mechanisms
- Poor customer support integration
- Limited access to complaint tracking tools

### 3. Target Audience

- General consumers
- Service/product users
- Organizations looking to improve customer complaint handling

### 4. Proposed Solution

"Resolve Now" is an online platform designed to allow users to:

- Register and log complaints quickly

## **Project Planning Template**

- Track complaint status in real time
- Receive updates through email/SMS
- Interact with the concerned department via a simple interface

### **5. Key Features**

- User-friendly interface for complaint submission
- Admin dashboard for managing and responding to complaints
- Automatic email/SMS notifications
- Secure login and user data protection

### **6. Benefits**

- Faster resolution of complaints
- Improved transparency and user satisfaction
- Better accountability for service providers
- Scalable system for different industries

### **7. Tools & Technologies**

- Frontend: HTML, CSS, JavaScript (React/Vue)
- Backend: Node.js / Django / PHP
- Database: MySQL / MongoDB
- Hosting: AWS / Firebase

### **8. Conclusion**

"Resolve Now" provides a structured, efficient, and scalable solution to the long-standing problem of unresolved consumer complaints by creating a digital bridge between users and service providers.