**Project Design Phase**

**Problem – Solution Fit Template**

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| Date | 26-05-2025 |
| Team ID | LTVIP2025TMID41759 |
| Project Name | Resolve Now |
| Maximum Marks | 2 Marks |

**Problem–Solution Fit Overview**

The Problem–Solution Fit ensures that **Resolve Now** addresses the challenges faced by individuals and organizations in filing, tracking, and resolving complaints. This alignment validates that the system meaningfully solves real user and operational pain points.

**Purpose**

* Provide a centralized digital platform for users to file and track complaints effortlessly.
* Streamline complaint resolution workflows for organizations to act quickly and transparently.
* Boost user satisfaction through timely updates, clear communication, and accountability.
* Empower administrators with insights, analytics, and structured complaint handling tools.

**Problem Statement**

Both users and organizations face serious gaps in existing complaint handling systems:

* Users don’t know where or how to raise issues clearly and securely.
* Lack of transparency after submission creates frustration and distrust.
* Traditional systems are slow, paper-based, or prone to data loss.
* Organizations struggle with unstructured data, scattered communications, and lack of visibility.
* Feedback loops are weak or non-existent, leading to repeated issues.

**Solution**

Resolve Now solves these challenges through a digital-first complaint ecosystem:

* 📝 Complaint Submission Form: Clear, guided interface for filing structured complaints.
* 🔄 Real-Time Tracking: Users stay updated with live status changes and complaint timelines.
* 📊 Admin Dashboard: For assigning, sorting, and managing complaints across teams.
* 📬 Automated Notifications: Email or in-app alerts at every key stage of complaint handling.
* 🌟 Feedback System: Close the loop with user ratings and insights for continual improvement.
* 🔐 Role-Based Access: Secure, personalized views for users, admins, and reviewers.