**Project Design Phase**

**Proposed Solution**

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| Date | 26-06-2025 |
| Team ID | LTVIP2025TMID41759 |
| Project Name | Resolve Now |
| Maximum Marks | 2 Marks |

**Proposed Solution for Resolve Now App**

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| **S. No.** | **Parameter** | **Description** |
| **1** | **Problem Statement (Problem to be solved)** | **Individuals face difficulty submitting, tracking, and getting updates on complaints due to slow, opaque, and fragmented systems. Organizations struggle with managing, assigning, and resolving complaints efficiently and transparently.** |
| **2** | **Idea / Solution Description** | **Resolve Now is a MERN-stack web application that allows users to submit and monitor complaints in real-time. It offers streamlined submission forms, a real-time tracking interface, admin dashboard for resolution, and a feedback mechanism.** |
| **3** | **Novelty / Uniqueness** | **• Real-time complaint status tracking  • Role-based dashboards for users and admins  • Automated notifications and feedback module  • Smart categorization with tags  • Mobile-responsive and accessible UI** |
| **4** | **Social Impact / Customer Satisfaction** | **• Empowers users to voice concerns conveniently and confidently  • Builds trust through transparency and faster resolutions  • Helps institutions handle complaints ethically and efficiently  • Reduces delays and communication gaps** |
| **5** | **Business Model (Revenue Model)** | **• Freemium plan for small institutions or teams  • Subscription tiers for government, education, or enterprise use  • Premium features: analytics, integrations, chatbot support  • B2B model for municipalities or public utilities** |
| **6** | **Scalability of the Solution** | **• Modular and scalable with clean MERN architecture  • Ready for multilingual, time zone-sensitive deployment  • Cloud-hosted with elastic database scaling  • API-ready for mobile apps or integration with existing systems** |