**Project Design Phase**

**Proposed Solution Template**

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| Date | 26 June 2025 |
| Team ID | LTVIP2025TMID55000 |
| Project Name | ResolveNow: Your Platform for Online Complaints |
| Maximum Marks | 2 Marks |

**Proposed Solution Template – ResolveNow**

**S.No. Parameter Description**

Problem Statement Lack of a transparent, fast, and user-friendly system for submitting,

1

(Problem to be solved) tracking, and resolving complaints.

ResolveNow is an online platform where users can register Idea / Solution

1. complaints, track their progress in real time, chat with agents, and

Description receive timely updates.

Combines real-time status tracking, user-agent communication, and

1. Novelty / Uniqueness feedback in one centralized system with a clean UI for both mobile and web users.

Improves public trust and satisfaction by offering transparency and Social Impact /

1. accountability in complaint resolution across civic, educational, or

Customer Satisfaction service sectors.

Freemium model with additional features for institutions or Business Model

1. businesses. Subscription-based access for bulk complaint

(Revenue Model) management or analytics dashboards.

Can be easily scaled to support multiple organizations, cities, or Scalability of the

1. service domains with cloud-based deployment and modular

Solution microservices architecture.