Date	June 2025
Team ID	LTVIP2025TMID57887
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	2 Marks

Problem – Solution Fit Template:

Problem	Why it Matters	Solution	Why it Works
Users face delays, confusion, and lack of updates when filing complaints with government or institutional services.	People lose trust in the system when their complaints go unresolved or unacknowledged. It impacts transparency and public satisfaction.	A centralized platform (ResolveNow) for registering, tracking, and resolving complaints with rolebased dashboards for users, agents, and admins.	It streamlines the process, ensures accountability, and improves communication through real-time updates and messaging.

No proper assignment or routing of complaints to responsible departments.	Inefficient complaint routing wastes time and results in unresolved issues.	Auto-routing and admin-controlled assignment system for complaints.	Ensures the right person handles the right issue faster, reducing backlogs.

The Problem-Solution Fit simply means that you have found a problem with your customer and that the solution you have realized for it actually solves the customer's problem. It helps entrepreneurs, marketers and corporate innovators identify behavioral patterns and recognize what would work and why

Purpose:

❑ Solve complex problems in a way that fits the state of your customers.
❑ Succeed faster and increase your solution adoption by tapping into existing mediums and channels of behavior.
❑ Sharpen your communication and marketing strategy with the right triggers and messaging.
❑ Increase touch-points with your company by finding the right problem-behavior fit and building trust by solving frequent annoyances, or urgent or costly problems.
❑ Understand the existing situation in order to improve it for your target group.

Lack of communication between users and service agents.	Users feel ignored and cannot clarify details, leading to unresolved complaints.	In-built chat system for direct interaction between users and agents.	Provides a human touch, allows realtime clarification, and increases user satisfaction.
Users cannot check the status or outcome of their complaints.	Uncertainty discourages complaint filing and follow-up.	Status tracking feature with update notifications (email/SMS).	Builds trust and encourages more active participation in issue reporting.