

Ideation Phase Brainstorm & Idea Prioritization Template

Date	
Team ID	PNT2025TMID09625
Project Name	Online Complaint Registration And Management System
Maximum Marks	4 Marks

Step 1: Team Gathering, Collaboration and Problem

Statement Our project is about making an easy online system where people can submit complaints from anywhere.

The problem is that manual complaint handling is slow and confusing. Our goal is to make a MERN-based website where users can register complaints, track them, and get updates until they are solved.

Step 2: Brainstorm, Idea Listing and Grouping Ideas:-

- Simple login and sign-up for users.
- Form to submit complaints with title, details, and images.
- Unique complaint number for tracking.
- Status updates like Open, In Progress, Resolved.
- Admin page to assign complaints to staff.
- Search and filter complaints.
- Email updates when status changes.
- Mobile-friendly design.

Grouping:

1. User features: sign-up, login, submit complaints, track status.
2. Admin features: assign work, change status, view all complaints.
3. Notifications: email alerts.
4. Support features: search, filter, mobile design.

Step 3: Idea Prioritization

MUST have:

- User login and complaint submission.

- Track complaint by ID.
- Admin dashboard to manage complaints.
- Status updates and email alerts.

SHOULD have:

- Search and filter.
- Upload images with complaints.

COULD have:

- Multi-language support.
- Download complaint report.

WON'T have for now:

- Mobile app.
- AI-based complaint sorting