

Project Design Phase
Proposed Solution Template

Date	26 th June 2025
Team ID	LTVIP2025TMID55888
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Citizens and customers often face delays, lack of transparency, and poor communication when filing complaints with organizations or service providers. There is no centralized, user-friendly platform to track and resolve grievances efficiently.
2.	Idea / Solution description	ResolveNow is a full-stack web application built using React.js, Node.js, Express, and MongoDB. It enables users to register complaints, track their status, and communicate with assigned agents/admins in real time. The platform ensures transparency, accountability, and faster resolution.
3.	Novelty / Uniqueness	Unlike traditional complaint systems, ResolveNow offers role-based dashboards (User, Agent, Admin), real-time status updates, in-app messaging, and smart complaint categorization. It also supports file uploads and multilingual interfaces.
4.	Social Impact / Customer Satisfaction	ResolveNow empowers users by giving them a voice and visibility into their complaints. It promotes trust in institutions, reduces frustration, and ensures timely redressal—especially for underserved communities.
5.	Business Model (Revenue Model)	Revenue can be generated through SaaS subscriptions for organizations, premium analytics dashboards, integration services, and optional ad placements for verified service providers.
6.	Scalability of the Solution	The platform is built on scalable cloud-native technologies (React, Node.js, MongoDB Atlas). It supports modular microservices, horizontal scaling, and can be extended to support mobile apps, AI-based complaint routing, and multilingual support.