**Project Design Phase**

**Problem – Solution Fit**

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| Date | 26-06-2025 |
| Team ID | LTVIP2025TMID46583 |
| Project Name | Resolve Now |
| Maximum Marks | 2 Marks |

## 🔍 Problem–Solution Fit Overview:

The Problem–Solution Fit phase is a critical milestone in validating that our project—Resolve Now—addresses actual, well-defined user problems. Before investing in system scalability or technical complexities, it is vital to confirm that the platform resonates with the pain points of the intended audience: citizens, support agents, and public administrators.  
  
Resolve Now is designed as a full-stack platform for digital complaint registration, real-time tracking, and resolution management. It targets the inefficiencies and frustrations associated with traditional, paper-based or unstructured digital systems. This phase ensures our solution is not only technically viable, but contextually necessary

## 🎯 Purpose of Resolve Now:

• To offer a transparent, user-centric digital complaint management platform for both individuals and institutions.  
• To consolidate the complaint lifecycle—registration, monitoring, escalation, and closure—into one streamlined system.  
• To keep users engaged with automated alerts, real-time tracking, and progress visualization.  
• To enable administrators with actionable dashboards and performance analytics to drive service quality improvements.  
• To promote faster resolution, trust-building, and institutional accountability through structured workflowsSolution:

## ❌ Real-World Problem Statement

In many organizations and civic departments, complaints are either lost, delayed, or never addressed due to unstructured manual systems. This leads to citizen dissatisfaction, poor governance feedback, and zero transparency in complaint handling. Major pain points include:  
  
• Complaints being misplaced or overlooked due to lack of tracking.  
• No real-time feedback or update mechanism for the complainant.  
• Slow internal assignment processes and unclear resolution workflows.  
• Inability to track performance, repeat issues, or agent accountability.  
• Lack of data insights to improve citizen satisfaction or resource management.

## ✅ Solution Offered by Resolve Now

Resolve Now directly responds to the above issues through a fully integrated digital ecosystem featuring:  
  
• Intuitive online complaint registration with a system-generated tracking ID.  
• Role-based access for complainants, agents, and administrators.  
• Smart dashboards to filter, assign, escalate, and resolve complaints effectively.  
• Real-time updates, escalation logic, and feedback mechanisms built into the user journey.  
• Reporting and analytics for data-backed policy or service improvements.  
• Future scope for real-time chat and video integration via WebRTC and Socket.io.

## 📌 Why It’s a Strong Problem–Solution Fit

Resolve Now achieves high alignment between user problems and system capabilities. It replaces disconnected and outdated processes with a cohesive, scalable digital framework. The platform provides measurable improvements in turnaround times, accountability, and citizen satisfaction. Its design emerged from empathy mapping, real-world use cases, and modular architecture aimed at high adaptability.