**Project Design Phase**

**Proposed Solution Template**

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

**Proposed Solution for Resolve Now:**

This section outlines the proposed solution for the 'Resolve Now' project by mapping the core problem, the idea being implemented, its novelty, social impact, and potential business model.  
Resolve Now is a web-based complaint management platform designed to replace outdated manual systems with a fast, transparent, and accountable digital workflow for complaint resolution.  
The following table summarizes the key parameters of the proposed solution.

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| **S. No.** | **Parameter** | **Description** |
| **1** | **Problem Statement** (Problem to be solved) | Many organizations and public departments rely on outdated or manual complaint systems, leading to lost tickets, slow responses, lack of transparency, and frustrated users. Resolve Now addresses this gap by providing a centralized platform for complaint registration, tracking, and resolution. |
| **2** | **Idea / Solution Description** | Resolve Now is a full-stack complaint management system built with React (frontend), Node.js & Express (backend), and MongoDB (database). It provides role-based dashboards for users, agents, and admins to ensure seamless complaint handling, status tracking, and resolution. Real-time communication and escalation workflows are integrated to reduce resolution time and improve accountability. |
| **3** | **Novelty / Uniqueness** | • End-to-end digital complaint lifecycle in one platform • Real-time status tracking and automated alerts • Admin-controlled assignment and escalation • Role-based access and data-driven dashboards • Future-ready: WebRTC-based chat, analytics, and reports |
| **4** | **Social Impact / Customer Satisfaction** | • Enhances citizen trust in service systems • Builds transparency and reduces delays in complaint handling • Enables responsive governance and public service delivery • Promotes safety and accountability in institutions • Reduces complaint abandonment rate and supports timely resolution |
| **5** | **Business Model (Revenue Model)** | Freemium model: Core complaint handling is free for users • Enterprise SaaS licensing for municipalities, colleges, or private institutions • Add-on services for advanced analytics, video verification, or branded deployment |

The proposed solution, Resolve Now, offers a complete digital transformation of traditional complaint management workflows. By identifying the inefficiencies in manual systems and bridging them with automation, transparency, and real-time interaction, the platform ensures a smoother experience for both users and administrators.

Its modular, scalable design makes it suitable not just for small organizations but also for large-scale deployments like municipal services, universities, or enterprise support systems. The inclusion of features like real-time tracking, workload-based agent assignment, and future-ready integration (WebRTC, analytics) highlights the project’s long-term viability.

Moreover, the potential for revenue generation via SaaS licensing and freemium services opens up avenues for sustainability and expansion. This strong alignment between user need, innovation, and execution makes Resolve Now a solution with both immediate value and future scalability.