

Project Design Phase
Proposed Solution Template

Date	16 February 2026
Team ID	LTVIP2026TMIDS73212
Project Name	ResolveNow - Online Complaint Registration and Management System
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)	Many organizations lack a centralized system to manage complaints efficiently. Customers face delays, lack of transparency, and poor communication.
2	Idea / Solution Description	Develop a MERN-stack based Online Complaint Registration & Management System that allows users to submit, track, and resolve complaints digitally with real-time communication and notifications.
3	Novelty / Uniqueness	Real-time chat between customer and agent, intelligent complaint assignment, secure authentication, and transparent status tracking in a single centralized platform.
4	Social Impact / Customer Satisfaction	Improves customer trust, transparency, and satisfaction by ensuring timely complaint resolution and clear communication.
5	Business Model (Revenue Model)	SaaS-based subscription model for organizations. Premium analytics and priority support can be monetized.
6	Scalability of the Solution	Cloud-based deployment enables scaling across multiple organizations, departments, and high user traffic environments.