

Project Design Phase
Problem – Solution Fit Template

Date	17 February 2026
Team ID	LTVIP2026TMIDS73212
Project Name	ResolveNow - Online Complaint Registration and Management System
Maximum Marks	2 Marks

Problem – Solution Fit Template:

Target Customers

- Online product buyers
- Service consumers
- Corporate organizations handling complaints

Core Problem

Customers face difficulty in registering complaints and tracking resolution status. Organizations struggle with managing complaints efficiently due to lack of centralized digital systems.

Existing Behavior

- Complaints via email
- Phone calls
- Manual registers
- No real-time updates

Solution Offered

ResolveNow provides:

- Centralized complaint portal
- Real-time tracking dashboard
- Direct chat communication
- Secure authentication
- Admin monitoring & assignment panel

Why This Fits

The solution aligns with customer behavior because:

- It simplifies complaint submission
- Provides instant updates
- Reduces resolution time
- Builds transparency and trust

Value Proposition

"One platform to submit, track, and resolve complaints efficiently."