**Project Design Phase**

**Problem – Solution Fit Template**

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| Date | 2 june 2025 |
| Team ID | LTVIP2025TMID42578 |
| Project Name | ResolveNow |
| Maximum Marks | 2 Marks |

**Problem – Solution Fit Template:**

**🔹 Problem–Solution Fit Canvas – ResolveNow**

| **Box** | **Section** | **Project-Specific Content** |
| --- | --- | --- |
| **1** | **Customer Segment(s)** (CS) | - Citizens facing unresolved service issues - Working professionals who don’t have time to chase complaints - Urban and semi-urban residents dealing with slow complaint redressal - Support teams who are overloaded and need better complaint triage |
| **2** | **Jobs-to-be-Done / Problems** (J&P) | - I want to raise a complaint easily - I want my complaint routed to the right person/team - I want real-time updates on complaint progress - I want transparency on who is handling my issue |
| **3** | **Triggers** (TR) | - Delays in getting basic issues resolved (e.g., electricity, internet) - Frustration from unanswered complaints - Seeing others resolve issues faster through better systems (private sector apps) |
| **4** | **Emotions: Before / After** (EM) | - **Before:** Angry, frustrated, helpless, ignored - **After:** Empowered, relieved, informed, in control |
| **5** | **Available Solutions** (AS) | - Manual complaint forms - Calling helplines - Email-based systems - Government portals (but with slow/manual assignment) **Cons:** Slow, no tracking, no intelligent routing |
| **6** | **Customer Constraints** (CC) | - Lack of time - Unclear escalation process - No visibility into complaint routing - Poor user interfaces on existing systems - Limited trust in public service portals |
| **7** | **Behaviour** (BE) | - Visit official websites to lodge complaints - Call helplines - Post grievances on social media - Follow up in person or via email |
| **8.1** | **Channels of Behaviour – ONLINE** (CH) | - Government web portals - Email to support teams - Social media (Twitter, Facebook tagging officials) - WhatsApp helplines (in some cities) |
| **8.2** | **Channels of Behaviour – OFFLINE** (CH) | - Visiting the local office physically - Speaking to local officials in person - Submitting written letters or forms |
| **9** | **Problem Root Cause** (RC) | - No intelligent system for assigning complaints - Overreliance on manual routing - No tracking mechanism for users - Lack of integration between front-end UI and backend support structure |
| **10** | **Your Solution** (SL) | - A centralized, user-friendly complaint platform - Auto-assigns complaints to agents based on skills and category - Real-time status tracking - Built-in chat between user and agent - Admin control for reassignment and analytics |

**Template:**

Calendar

Description automatically generated

References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>