**Project Design Phase**

**Proposed Solution Template**

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| Date | 7th June 2025 |
| Team ID | LTVIP2025TMID42578 |
| Project Name | ResolveNow |
| Maximum Marks | 2 Marks |

## 🔹 Proposed Solution Template – ResolveNow

| **S.No.** | **Parameter** | **Description** |
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| **1** | **Problem Statement (Problem to be solved)** | Many citizens face challenges in filing complaints and getting timely resolutions due to manual routing, lack of transparency, and poor follow-up systems. This results in frustration, unresolved issues, and distrust in public service mechanisms. |
| **2** | **Idea / Solution Description** | ResolveNow is a smart complaint management platform developed using MERN stack (MongoDB, Express.js, React, Node.js). It allows users to easily file complaints, automatically routes them to the most suitable support agent based on category and skill, enables real-time chat for resolution, and offers admin control for reassignment and monitoring. |
| **3** | **Novelty / Uniqueness** | Unlike traditional portals, ResolveNow integrates intelligent routing, real-time agent-user communication, and dashboard-based management. It uses skill-based assignment logic and supports both automated and manual complaint routing with live status tracking. |
| **4** | **Social Impact / Customer Satisfaction** | Improves public grievance redressal systems by reducing resolution time, improving transparency, and increasing citizen satisfaction. It empowers users with visibility and control, while improving efficiency for agents and administrators. |
| **5** | **Business Model (Revenue Model)** | ResolveNow can be offered as a SaaS platform to municipalities, enterprises, and institutions. Revenue may come from subscriptions, integration services, SLA-based premium plans, and white-labeled versions for different organizations. |
| **6** | **Scalability of the Solution** | The system is built on scalable cloud-ready technologies and can be expanded to support large user bases, more complex workflows (e.g., SLAs, analytics, mobile apps), and integration with email, SMS, and third-party CRM platforms. |