

Project Synopsis/Project Concept Document

Project number	26
Project Title	Resolve App
Document	DASS Project Concept Document
Creation date	24/01/24
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Description

Create a cutting-edge Employee Platform designed to enhance communication and streamline the resolution of workplace complaints. The secure submission portal ensures employee privacy, while real-time updates and a multi-tiered resolution workflow enhance communication

and streamline conflict resolution. An anonymous reporting option fosters candid feedback, contributing to a positive and inclusive work environment.

Profile of Users

Employees : They come from a diverse range of backgrounds and possess varying levels of technical abilities. Accordingly, what they require is a smooth and user-friendly platform to voice their workplace grievances and timely updates on the progress of resolution.

Managers and Supervisors : As leaders, they play a crucial role in maintaining a harmonious workplace. Their responsibilities include handling conflicts and ensuring a positive work environment. To effectively fulfill their duties, it is important to have access to a well-structured workflow. This will help them efficiently manage and resolve any complaints that may come up. Additionally, having real-time updates on the status of reported issues would greatly aid in their decision-making process.

HR Personnel : The role of HR personnel is crucial in managing human resources and addressing issues in the workplace. In order to effectively fulfill these responsibilities, it's important to have access to advanced tools. These tools would allow them to analyze complaint trends, ensure compliance, and facilitate timely resolution. Additionally, having access to comprehensive reports would greatly aid in making strategic decisions.

Usage Model and Diagrams

Users access the app through a user-friendly interface that features intuitive complaint submission forms and a mobile-friendly design for accessibility.

The app facilitates efficient issue tracking with real-time status updates and automated notifications on progress. Confidentiality and anonymity are prioritized, offering secure and confidential complaint submission along with an option for anonymous reporting.

Communication is enhanced through an integrated messaging system and notifications for important updates, creating a centralized communication hub. Analytics and reporting features provide data-driven insights into common workplace concerns, with customizable reports for management analysis.

