# Ideation Phase

## Brainstorm & Idea Prioritization Template

Date: 21 June 2025

Team ID: LTVIP2025TMID54506

Project Name: ResolveNow: Your Platform for Online Complaints

Maximum Marks: 4 Marks

Brainstorming provides a free and open environment that encourages all team members to participate in a creative process that leads to effective problem-solving. The focus is on quantity over quality in the early stages, welcoming out-of-the-box ideas and collaborative thinking. This lays the foundation for innovation and holistic platform design.  
  
This template has been used to shape concepts for the ResolveNow complaint management system.

### Step-1: Team Collaboration & Problem Statement Selection

After an in-depth discussion and analysis of existing challenges in grievance redressal mechanisms, the team identified two core problem statements:  
  
1. Users often find it difficult to register and track complaints across multiple departments or platforms, leading to frustration and lack of transparency.  
  
2. Organizations lack a centralized, streamlined system to receive, assign, and resolve complaints efficiently while meeting compliance requirements.  
  
These issues were selected due to their high impact on both users' experience and organizations’ operational efficiency.

### Step-2: Brainstorm, Idea Listing and Grouping

The team generated a range of ideas and grouped them by category:

* User Experience Ideas:
* Complaint submission with category, description, and attachment
* Real-time tracking of complaint status
* Notifications via SMS/email on updates
* Multilingual support and accessibility options
* Admin/Organization Tools:
* Role-based dashboards (Admin, Support Staff, Manager)
* Auto-routing based on complaint type or location
* SLA timers and escalation mechanism
* Complaint resolution analytics and feedback metrics
* Core Platform Features:
* Secure login with role-based access using JWT
* Integration with email/SMS gateway for communication
* Complaint ID-based search and filter
* API access for third-party tools (CRM, portals)

### Step-3: Idea Prioritization

Ideas were evaluated using the criteria of Impact, Feasibility, and Alignment with the goals of the ResolveNow project.

* High Priority (Must Have):
* Complaint submission form with attachments
* Role-based access control and dashboards
* Auto-routing and SLA tracking system
* Complaint status tracking and notifications
* Medium Priority (Nice to Have):
* Complaint analytics dashboard for decision-making
* Complaint search, sort, and filtering
* Multilingual and accessibility features
* Low Priority (Future Scope):
* AI chatbot for complaint intake
* Voice-based complaint registration
* Integration with national/state grievance portals

Visual Brainstorm Representation (Placeholder):