# Ideation Phase

## Define the Problem Statements

Date: 21 June 2025

Team ID:LTVIP2025TMID54506

Project Name: ResolveNow: Your Platform for Online Complaints

Maximum Marks: 2 Marks

### Customer Problem Statement Template

A well-defined problem statement is crucial for identifying and addressing the true needs of users. In the context of our ResolveNow project, this ensures that the platform we are building aligns closely with the expectations and pain points of our target users—citizens and complaint-handling organizations.  
  
A strong problem statement helps the team:  
• Understand the user's perspective through empathy  
• Design solutions that are relevant, user-centric, and impactful  
• Stay focused on solving real-world challenges  
• Align all stakeholders toward a clear goal  
  
The ResolveNow platform is designed to solve two core user challenges:  
• The need for an accessible, responsive, and transparent complaint resolution experience for users  
• The need for a centralized, manageable, and efficient complaint handling and analytics system for organizations

### Customer Problem Statements

1) Problem Statement (PS-1) – Citizen/User Perspective  
I am a citizen trying to report a public issue or service-related grievance quickly and easily.  
I’m trying to find a platform where I can lodge my complaint, receive timely updates, and know when it will be resolved.  
But most existing systems are confusing, offer no real-time status tracking, and often fail to provide feedback or escalation mechanisms.  
Because public grievance systems are often outdated, fragmented across departments, or lack user-oriented design.  
Which makes me feel ignored, frustrated, and uncertain whether my complaint will ever be addressed.

2) Problem Statement (PS-2) – Organization/Administration Perspective  
I am a municipal staff member or administrator responsible for addressing citizen complaints efficiently.  
I’m trying to manage complaint submissions, delegate tasks to the right team, and track resolution metrics.  
But most systems are either manual, have poor categorization, or lack accountability tracking.  
Because they are not integrated with automation or role-based tools for streamlined operations.  
Which makes me feel overwhelmed, disorganized, and unable to resolve issues in a timely and transparent manner.

