

Ideation Phase

Define the Problem Statements

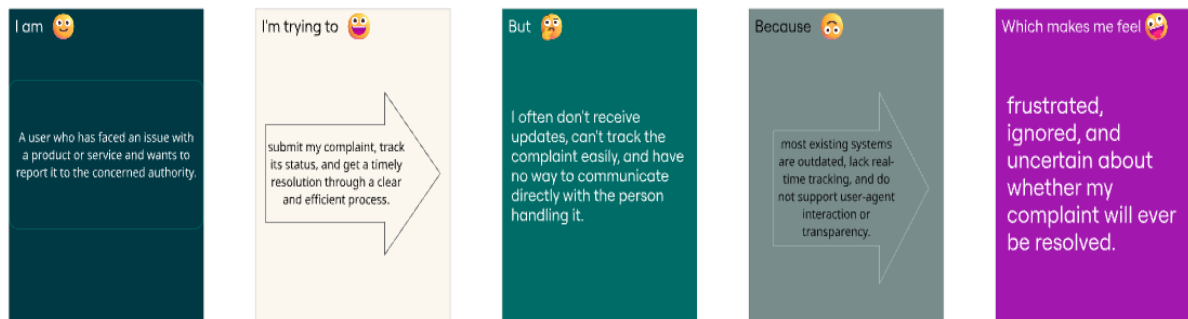
Date	26 June 2025
Team ID	LTVIP2025TMID53123
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	2 Marks

□ Customer Problem Statement – ResolveNow

Customers today face a lack of efficient and transparent systems for registering and resolving complaints. After submitting an issue, they are often left without updates, have no direct channel to communicate with support agents, and experience significant delays in resolution. This creates frustration, erodes trust, and discourages users from engaging with complaint processes in the future.

Users need a simple, real-time, and interactive platform where they can easily file complaints, track their status, and communicate directly with agents. They expect timely updates, secure handling of their information, and a clear path to resolution—all in one place.

ResolveNow addresses this need by providing a centralized, user-friendly system that empowers customers with visibility, communication, and control over their complaints—creating a smoother and more satisfying experience.



□ Customer Problem Statement Table – ResolveNow

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a customer with a product issue	submit a complaint and get it resolved	I don't get any update	there's no real-time tracking	frustrated and ignored

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-2	a citizen reporting a civic issue	raise a complaint and see action taken	I can't see any progress	the system lacks transparency	helpless and unheard
PS-3	a user of the platform	track my complaint status	I don't know who is handling it	the system doesn't show agent details	confused and anxious
PS-4	a customer with limited tech knowledge	file a complaint easily	I find the form too complex	it has too many technical fields	discouraged and lost
PS-5	a user with a complaint history	view all my previous complaints	there's no organized history	complaints aren't grouped or searchable	disorganized and annoyed
PS-6	a customer needing urgent help	get a quick response from the agent	I can't message them directly	there's no live chat or communication option	stuck and unsupported
PS-7	a non-English-speaking user	submit a complaint in my native language	the platform only supports English	there's no multilingual feature	excluded and confused
PS-8	a user wanting to give feedback	rate the complaint resolution	there's no feedback option	the system lacks a review feature	voiceless and unacknowledged