

Ideation Phase

ResolveNow & Idea Prioritization Template

| | |
|---------------|---|
| Date | 26 June 2025 |
| Team ID | LTVIP2025TMID53123 |
| Project Name | ResolveNow: Your Platform for Online Complaints |
| Maximum Marks | 4 Marks |

ResolveNow & Idea Prioritization Template:


ResolveNow: Your Platform for Online Complaints, we created an open and inclusive space where every team member, including myself, actively contributed to identifying real-world problems related to inefficient complaint systems. We encouraged creative freedom and focused on generating a wide range of ideas—both practical and out-of-the-box—with a common goal of improving how users file, track, and resolve complaints.

Through structured collaboration, we categorized and prioritized our ideas based on their impact and feasibility. This process helped us finalize essential features such as real-time complaint tracking, user-agent chat functionality, and a smart admin dashboard. Even though our team worked remotely, we successfully used digital tools and consistent communication to shape a robust, user-friendly solution.

We used this structure in our ResolveNow planning sessions to freely explore ideas, collaborate effectively, and shape meaningful features—even while working remotely as a team.

Reference: <https://app.mural.co/t/varshitha3613/template/0f690c88-b3d9-4edb-9b7d-fe73b0bd82c1>

Step-1: Team Gathering, Collaboration and Select the Problem Statement



ResolveNow & Idea Prioritization Template

We followed this structured approach during the development of ResolveNow, which helped our team unleash creativity, explore impactful features, and shape the complete system effectively—even while working from different locations.

10 minutes to prepare
1 hour to collaborate
2-8 people recommended

Before you collaborate

A little preparation made a big difference in our ResolveNow planning phase. By organizing our ideas, identifying key challenges early, and setting clear roles, we ensured a smooth and productive development process right from the start.

10 minutes

A. Team gathering

At the start of the ResolveNow project, our team came together to form a clear understanding of the project's purpose and to assign roles based on individual strengths. Each member was assigned a key responsibility—frontend, backend, database, documentation, or UI/UX—to ensure focused and efficient collaboration. We used platforms like Google Meet and WhatsApp for discussions and file sharing to stay connected during remote collaboration.

B. Set the goal

The primary goal of ResolveNow was to develop a centralized, user-friendly platform for registering, tracking, and resolving complaints. We aimed to solve the issues of delayed responses, lack of tracking, and inefficient communication in traditional complaint systems. Our objective was to build a secure, real-time solution that enhances user satisfaction through transparency, responsiveness, and accountability.

C. Learn how to use the facilitation tools

To streamline our development process, we familiarized ourselves with essential facilitation and collaboration tools. These included:

- Trello for task management
- GitHub for version control
- Google Docs/Slides for shared documentation
- VS Code as our primary development environment
- Postman for API testing
- MongoDB Compass for database visualization

Define your problem statement

In many organizations and public services, the process of registering, tracking, and resolving user complaints is inefficient, unorganized, and lacks transparency. Users often face delays, poor communication, and a lack of visibility into the status of their complaints. There is no unified platform that enables users to easily submit complaints, interact with assigned agents, receive timely updates, and track resolution progress in real-time.

5 minutes

Many users struggle with delayed responses and lack of transparency in existing complaint systems. ResolveNow aims to solve this by providing a simple, real-time platform to submit, track, and resolve complaints efficiently.


How might we (your problem statement)?

Key rules of ResolveNow

To run an smooth and productive session:

- Stay on topic
- Defer judgment
- Do for volume
- Encourage wild ideas
- Listen to others
- If possible, be visual

ResolveNow offers a centralized online platform where users can easily register complaints, track their status in real-time, communicate with assigned agents, and receive timely updates—ensuring faster, transparent, and efficient complaint resolution.



Final online inspiration?

Define a transparent, user-friendly platform for online complaints.

Return assignments

Step-2: Brainstorm, Idea Listing and Grouping

3 ResolveNow

Ideas to Address the Problem Statement

10 minutes

1. Simple Complaint Submission Form

- Users can quickly log complaints with relevant details like name, issue, address, and optional attachments.

2. Real-Time Status Tracking

- Users can view live updates on their complaint progress via a dashboard.

3. Auto-Assignment of Complaints

- Complaints are routed automatically to agents based on category or location.

4. In-App Chat Between User and Agent

- Enables quick issue clarification and real-time interaction for faster resolution.

5. Admin Dashboard for Complaint Oversight

- Admins can view, assign, and monitor all complaints centrally.

6. Email and SMS Notifications

- Users receive alerts when status changes or agent responses are posted.

7. User Feedback and Rating System

- After resolution, users can rate their experience and provide feedback.

8. Login & Profile Management for All Roles

- Secure registration and login for users, agents, and admins with role-based dashboards.

9. Data Encryption and Role-Based Access Control

- Ensures the security and privacy of user and complaint data.

10. Complaint History Export (PDF)

- Users can download complaint history for personal records or legal reference.

4 Group ideas

Ideas related to how users file and manage complaints easily.

- Simple complaint form with required fields (name, issue, address)
- File/image attachment support during submission
- Dropdown for selecting complaint category (e.g., product, service, public utility)
- Automatic timestamp for each complaint
- Confirmation message after complaint is submitted
- Multi-language support for local users

Ideas focused on keeping users informed about complaint progress.

- Real-time complaint status updates
- "My Complaints" dashboard for users
- SMS/email alerts on status changes
- Estimated resolution time display
- Notification when agent replies
- Complaint history with filters (resolved/pending/in-progress)

Ideas that enhance communication between users and agents.


- In-app chat system for each complaint
- Message timestamping and sender identification
- Agent reply notification system
- File sharing through chat
- Complaint ID tagging within messages
- Quick response templates for agents


Ideas supporting overall platform monitoring and agent assignment.

- Admin dashboard with full complaint visibility
- Assign complaint to agent manually or auto-route based on category
- View analytics (complaint counts, resolution times)
- Manage user and agent accounts
- Export complaints in PDF or CSV
- Add or edit complaint categories and system settings

Ideas related to data safety and secure access.

- Role-based login (user, agent, admin)
- JWT-based user authentication
- Password encryption using bcrypt
- Access control to protect user data
- Activity logging and IP tracking
- Forgot password and reset system





Step-3: Idea Prioritization

