

**Project Design Phase**  
**Proposed Solution Template**

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

**Proposed Solution Template – ResolveNow**

S.No.	Parameter	Description
1	Problem Statement (Problem to be solved)	Lack of a transparent, fast, and user-friendly system for submitting, tracking, and resolving complaints.
2	Idea / Solution Description	ResolveNow is an online platform where users can register complaints, track their progress in real time, chat with agents, and receive timely updates.
3	Novelty / Uniqueness	Combines real-time status tracking, user-agent communication, and feedback in one centralized system with a clean UI for both mobile and web users.
4	Social Impact / Customer Satisfaction	Improves public trust and satisfaction by offering transparency and accountability in complaint resolution across civic, educational, or service sectors.
5	Business Model (Revenue Model)	Freemium model with additional features for institutions or businesses. Subscription-based access for bulk complaint management or analytics dashboards.
6	Scalability of the Solution	Can be easily scaled to support multiple organizations, cities, or service domains with cloud-based deployment and modular microservices architecture.