Project Design Phase Proposed Solution Template

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

Proposed Solution Template – ResolveNow

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| **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. |