

## Project Design Phase Proposed Solution Template

Date	25-06-2025
Team ID	LTVIP2025TMID53677
Project Name	Docspot: seamless appointment for Booking health
Maximum Marks	2 Marks

### Proposed Solution for Resolve Now

S. No.	Parameter	Description
1	<b>Problem Statement</b> (Problem to be solved)	An online complaint registration and management system is a software application or platform that allows individuals or organizations to submit and track complaints or issues they have encountered.
2	<b>Idea / Solution Description</b>	The Resolve Now platform is a full-stack web application (React frontend + Node.js backend) that enables clients to post jobs, freelancers to apply, and both parties to collaborate through real-time messaging and secure payments. Admin controls help manage disputes and community standards.
3	<b>Novelty / Uniqueness</b>	<ul style="list-style-type: none"> <li>- Online Reporting System</li> <li>-The agent will receive the reports</li> <li>- Admin dispute resolution system</li> </ul>
4	<b>Social Impact / Customer Satisfaction</b>	<ul style="list-style-type: none"> <li>- Impact on crime rate.</li> <li>- Ease of living without fear.</li> <li>- Transparent ratings &amp; reviews enhance platform trust</li> <li>- Reduces hiring friction and supports the gig economy.</li> </ul>
5	<b>Business Model (Revenue Model)</b>	<ul style="list-style-type: none"> <li>- Freemium access for users.</li> </ul>