

Project Design Phase

Proposed Solution Template

Project Details:

Date	22 June 2025
Team ID	LTVIP2025TMID55215
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1	Problem Statement (Problem to be solved)	Customers often face delays, lack of transparency, and inefficiency when trying to register and track complaints about services or products. There is a need for a centralized, secure, and user-friendly platform that ensures timely resolution of complaints.
2	Idea / Solution description	ResolveNow is an intuitive online complaint registration and management system that allows users to submit complaints, track their status in real-time, and interact with assigned agents for faster resolutions. The platform supports secure data handling, intelligent routing of complaints, and automated notifications to keep users informed.
3	Novelty / Uniqueness	Unlike traditional complaint systems, ResolveNow integrates real-time status tracking, an in-app chat system between users and agents, automated

		complaint assignment to the right department, and detailed feedback mechanisms. Its secure data encryption and compliance with data protection laws enhance user trust.
4	Social Impact / Customer Satisfaction	ResolveNow empowers customers by giving them a transparent and reliable way to register complaints and get timely resolutions. This builds trust between customers and organizations, improves brand reputation, and increases overall customer satisfaction.
5	Business Model (Revenue Model)	The platform can generate revenue through subscription-based premium features for organizations (advanced analytics, priority complaint routing), advertisements, and enterprise licensing for large-scale businesses requiring complaint management solutions.
6	Scalability of the Solution	Built with scalable technologies like React.js, Express.js, and MongoDB, ResolveNow can handle increasing user loads seamlessly. Its modular architecture supports expansion to various industries and can be integrated with third-party services for notifications and analytics.