

# Project Design Phase

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## Problem – Solution Fit Template

Date	21 June 2025
Team ID	LTVIP2025TMID55215
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	2 Marks

### Problem – Solution Fit Template:

The Problem-Solution Fit simply means that you have identified a problem your customers face, and the solution you propose effectively solves it. It helps entrepreneurs and innovators align their solutions with customer behavior and needs.

Purpose:

- ✓ Solve complex problems in a way that aligns with customer expectations.
- ✓ Improve adoption by leveraging existing behavioral patterns.
- ✓ Build trust by solving frequent, urgent, or costly problems.
- ✓ Understand the existing situation to enhance user experience.

### Problem Statement:

Customers often experience delays, lack of transparency, and inefficiency when registering complaints about products or services. Traditional methods lack real-time updates, proper tracking, and an easy way to communicate with support agents, leading to frustration and low customer satisfaction.

### Proposed Solution Fit:

ResolveNow provides a centralized online platform for complaint registration and management. Users can register complaints, track their status in real-time, and communicate with agents via integrated chat. The solution ensures transparency, faster resolution, and improved customer satisfaction through automated notifications and secure data handling.

## Problem--Solution fit canvas Z.0

Sāro CS īc'āle	<b>1. CUSTOMER SEGMENTS</b> <b>CS</b> What is your customer? <ul style="list-style-type: none"> <li>Consumers encountering product or service issues looking for trusted solutions</li> </ul>	<b>5. CUSTOMER</b> <b>CG</b> What specific sdaizae pet dy ir customers where trusted / solutions? <ul style="list-style-type: none"> <li>Unresposensse tow visibility</li> <li>Prolonged resolution times</li> <li>Time-consuming support channels</li> </ul>	<b>5. AVAILABLE SOLUTIONS</b> <b>AS</b> Whate the next common or mterezed abo resolution that customers employ to thous destades or tpt. tols do. done / and channels 'timings. <ul style="list-style-type: none"> <li>Contacting companies via phone or email</li> <li>Involve longwant times, being placed on hold and repeated explanations</li> </ul>
	<b>3. JOBS-TO-BE-DONE / PROBLEMS</b> <b>J&amp;P</b> What is so'ching, problem turo maintrin the crismere is could be their United resiet, or denricoure that inter with the callucated poolsom. <ul style="list-style-type: none"> <li>Consumers need to report product or service issues and get timely resolution</li> </ul>	<b>9. PROBLEM POOT CAUSE</b> <b>RC</b> What is the man sep isare that adress batch, the pack oppy putund this neigine insight? <ul style="list-style-type: none"> <li>Lack of efficient platforms for timely issue reporting and resolution</li> </ul>	<b>7. BEHAVUOUR</b> <b>BE</b> Horz, ds your customer sity to lesciby 'ton aubitment and after first befulution. Thinsud emdree, othech unrimann vritical et goals eet sudee, stoopaga astematezo and .more, <ul style="list-style-type: none"> <li>Consumers call companies, navigate phone profiles</li> </ul>
EIMO IO hae Ane	<b>3. TRIGGERS</b> <b>TR</b> What flaaht: 'r roore d'izken? <ul style="list-style-type: none"> <li>Product mt working.</li> <li>Agent provides poor service.</li> </ul>	<b>10. YOUR SOLUTION</b> <b>SL</b> A user-friendly platform for complaint submission and issue resolution with automated notifications and efficient case management.	<b>10. CHANNELS of BEHAVIOUR</b> <b>CH</b> Online: Complaint platforms, company websites, emails 
	<b>4. EMOTIONS. BEFORE / AFTER</b> <b>EM</b> Howerto edastivica, yaa rseynuf rdiercor Jay hroved and t'rot. <ul style="list-style-type: none"> <li>Before: Frustrated, unheard</li> <li>After: Relieved, empowered</li> </ul>		