Project Design Phase

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.

