

**Project Design Phase-II**  
**Solution Requirements (Functional & Non-functional)**

Date	26 <sup>th</sup> June 2025
Team ID	LTVIP2025TMID53959
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	4 Marks

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Register via form with email and password Register using Gmail or LinkedIn
FR-2	User Authentication	Secure login with JWT-based session management Password reset and email verification
FR-3	Complaint Submission	Submit complaints with category, description, and optional file upload Auto-assign complaint ID and timestamp
FR-4	Complaint Tracking	view complaint status and history Receive real-time updates via email or dashboard notifications
FR-5	Admin Dashboard	View, filter, and assign complaints to agents Update complaint status and add resolution notes
FR-6	Role-Based Access Control	Different access levels for users, agents, and admins

**Non-functional Requirements:**

Following are the non-functional requirements of the proposed solution.

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	Node.js, Express, bcrypt
NFR-2	<b>Security</b>	Express, MongoDB Queries
NFR-3	<b>Reliability</b>	Razorpay SDK, MongoDB
NFR-4	<b>Performance</b>	Express.js, MongoDB, Nodemailer, SMTP
NFR-5	<b>Availability</b>	Twilio API or custom logic
NFR-6	<b>Scalability</b>	Express Admin, MongoDB