

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

Date	31 January 2025
Team ID	LTVIP2025TMID54330
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	Registration through Form Registration through Gmail Registration through LinkedIn
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	Account Security	Login with email & password • Social login • Password reset with verification email
FR-4	Email Notifications	Confirmation email on account creation • Notification after transactions (e.g., order placement)
FR-5	Access Control	User roles (admin, user) with role-based permissions
FR-6	Admin Functions	View and manage user accounts

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Defines how easy and efficient it is for users to learn and use the system.
NFR-2	Security	Ensures protection against unauthorized access, data breaches
NFR-3	Reliability	The system's ability to operate consistently over time without failure
NFR-4	Performance	How fast and efficiently the system responds, including response time
NFR-5	Availability	The percentage of time the system is operational
NFR-6	Scalability	Ability to handle growth in users and data