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

Date	06 May 2023
Team ID	NM2023TMID10705
Project Name	**Project - The Issue Tracker: A Reliable Complaint Management System For Improved Customer Service.**

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 Users should be able to register for an account by providing their necessary details.	User registration form should include fields like fullname, email,password .
FR-2	Agent registration Agent should be able to register for an account by providing their necessary details.	Agent registration form should include fields like username,password,secret key,role
FR-3	Admin registration admin should be able to register for an account by providing their necessary details.	Admin registration form should include fields like username,password,secret key,role
FR-4	User,Agent,Admin Login: Registered users should be able to log in to the web application using their credentials.	User,Admin,Agent authentication should be implemented to ensure secure access.
FR-5	Complaint Creation: Users should be able to create a complaint by providing detailed information about the issue.	Complaint form should include fields for issue description, type of issue (streetlights, water pipes leakages, road renovation), image upload option, and issue location.
FR-6	Complaint Tracking: Users should be able to track the status of their complaints.	Users should have a dedicated page where they can view the list of their complaints along with their current status.

FR No.		
FR-7	Agent Assignment: Admin should be able to assign agents to handle the user complaints	Admin interface should include a functionality to assign agents to specific complaints
FR-8	Admin Dashboard: Admin should have access to a dashboard that provides an overview of all complaints and their statuses.	Admin should be able to view, filter, and sort the complaints based on various parameters such as date, type, status, etc.
FR-9	Database Management: The system should have a robust database to store and retrieve complaint and user information.	Database should be properly designed to efficiently store and manage the required data.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	This system aims to provide a user-friendly interface for easy complaint registration and tracking, enhancing usability.
NFR-2	**Security**	The system should ensure the security of user data and protect it from unauthorized access or manipulation.User authentication and secure data transmission should be implemented.
NFR-3	**Reliability**	The system should be reliable and available for users to access and report complaints at any time. The application should have appropriate backup mechanisms and error handling to prevent data loss and ensure system stability.
NFR-4	**Performance**	The application should be able to handle a large number of concurrent users and provide a responsive experience.Proper optimization techniques should be employed to ensure fast response times and minimize delays.
NFR-5	**Availability**	It ensures 24/7 availability, allowing users to access and monitor their complaints at any time, increasing convenience and efficiency.
NFR-6	**Scalability**	The system should be scalable to accommodate an increasing number of users and complaints over time. The system architecture and infrastructure should be designed to handle growing demands without performance degradation.