**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| --- | --- |
| Date | 26-08-2025 |
| Team ID | LTVIP2025TMID60976 |
| Project Name | **Resolve Now: Your Platform for Online Complaints** |
| Maximum Marks | 4 Marks |

**Functional Requirements – Resolve Now (Complaint Resolution Platform)**

| **FR No.** | **Functional Requirement (Epic)** | **Sub-Requirement (Story / Sub-Task)** |
| --- | --- | --- |
| **FR-1** | **User Authentication** | - Sign up, Login, Password Reset - OAuth login using Google / GitHub |
| **FR-2** | **Complaint Submission & Browsing** | - Users (complainants) can file complaints - Respondents can view and filter assigned complaints |
| **FR-3** | **Complaint Resolution Workflow** | - Respondents can respond to complaints - Admins can review and resolve complaints - Complaint status is updated dynamically (Submitted → In Review → Resolved/Escalated) |
| **FR-4** | **Messaging System** | - Real-time chat between complainant, respondent, and admin (if needed) - Message history is stored and auditable |
| **FR-5** | **Review & Feedback System** | - Users can leave feedback on the resolution process - Ratings appear on profiles of parties involved |
| **FR-6** | **Admin Moderation** | - Admins can manage users, complaints, and escalate serious cases - Admin can view logs and audit trails |
| **FR-7** | **Search & Filter** | - Users can search and filter complaints by category, date, or status |

**✅ Non-Functional Requirements – Resolve Now**

| **NFR No.** | **Non-Functional Requirement** | **Description** |
| --- | --- | --- |
| **NFR-1** | **Usability** | The platform should offer a clean, intuitive UI suitable for users of all backgrounds — from consumers to business reps to legal admins. |
| **NFR-2** | **Security** | All data transfers must be encrypted (HTTPS, SSL/TLS). Implement secure token-based auth and strict role-based access (User, Respondent, Admin). |
| **NFR-3** | **Reliability** | All critical functions (complaint filing, messaging, resolution tracking) must work reliably under various conditions (peak load, network delays). |
| **NFR-4** | **Performance** | - Page loads ≤ 2 seconds - Real-time messaging and status changes reflected instantly |
| **NFR-5** | **Availability** | Maintain 99.9% uptime with monitoring, backups, and failover systems in place. |
| **NFR-6** | **Scalability** | Use a modular architecture (e.g., microservices or serverless) to support high user volumes and allow for rapid feature additions. |