Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	18-06-2025
Team ID	LTVIP2025TMID53208
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	4 Marks

Non-Functional Requirements:

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The platform should be user-friendly, accessible on mobile and desktop devices
NFR-2	Security	Encrypt all complaint data, implement role-based access, and secure logins.
NFR-3	Reliability	Ensure complaints, assignments, and tracking features are always operational

NFR-4	Performance	Pages should load under 2 seconds, complaint updates should reflect in real-time

Functional Requirements

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration & Login	Sign up, Login, Password Reset, OTP/Email Verification
FR-2	Complaint Management	Lodge complaint, Edit/Delete complaint, Attach evidence
FR-3	Complaint Assignment & Tracking	Admin assigns complaint to agents, Status updates by agents
FR-4	Dashboard & Status	View Track complaint status, View complaint history
FR-5	Feedback & Ratings	Citizens can submit feedback after resolution
FR-6	Admin Control Panel	View all complaints, assign agents, manage users, generate reports