

# FRD Page

## Functional Requirements:

- Users can submit feedback via a web form.
- Admins can view and categorize feedback.
- System sends acknowledgment emails upon feedback submission.

## User Roles and Permissions [↗](#)

- **Customer:** Submit feedback.
- **Admin:** View, categorize, and respond to feedback.

## Use Cases [↗](#)

### Use Case 1: Customer submits feedback [↗](#)

- **Description:** A customer accesses the feedback form, fills in the required fields, and submits the feedback.
- **Acceptance Criteria:** Feedback is successfully submitted and stored in the database.

### Use Case 2: Admin reviews and categorizes feedback [↗](#)

- **Description:** An admin accesses the feedback dashboard, reviews submitted feedback, and categorizes it appropriately.
- **Acceptance Criteria:** Feedback is categorized and marked for follow-up.

## Acceptance Criteria [↗](#)

- Feedback form must validate required fields.
- Admin dashboard must display feedback in real-time.

## Flow Diagrams [↗](#)

Include a flowchart depicting the feedback submission and review process.