

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

Date	31 January 2025
Team ID	LTVIP2026TMIDS24935
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		
FR-4		

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Simple, easy-to-use interface with a professional tech-themed background
NFR-2	Security	Protects user data through secure login and encrypted password storage
NFR-3	Reliability	Ensures consistent system uptime and accurate status tracking for all complaints
NFR-4	Performance	Optimized for fast page loading and quick database response times
NFR-5	Availability	System remains accessible to users for complaint registration 24
NFR-6	Scalability	Capable of supporting a growing number of users, admins, and agents.