

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

|               |                    |
|---------------|--------------------|
| Date          | 29 june 2025       |
| Team ID       | LTVIP2025TMID59412 |
| Project Name  | ResolveNow         |
| 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<br>Registration through Gmail<br>Registration through LinkedIn                              |
| FR-2   | User Confirmation               | Confirmation via Email<br>Confirmation via OTP  |
| FR-3   | Complaint Submission & Tracking | ubmit Complaint with Details & Attachments<br>View Complaint Status in Dashboard<br>Receive Notifications (Email/SMS) |
| FR-4   | Interaction & Resolution        | Real-time Chat with Assigned Agent<br>Complaint Resolution Workflow<br>Submit Feedback after Resolution               |
| FR-5   | Admin & Agent Management        | Assign Complaints to Agents<br>Monitor Complaint Lifecycle<br>Role-Based Access (Admin, Agent, User)                  |
|        |                                 |   |

**Non-functional Requirements:**

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

| FR No. | Non-Functional Requirement | Description  |
|--------|----------------------------|--|
| NFR-1  | <b>Usability</b>           | The system will have an intuitive and responsive UI for all user roles.                          |
| NFR-2  | <b>Security</b>            | Data will be encrypted in transit (HTTPS) and at rest. JWT implemented.                          |
| NFR-3  | <b>Reliability</b>         | The system will log all actions, handle errors gracefully, and ensure data consistency.          |
| NFR-4  | <b>Performance</b>         | Complaint registration and dashboard load time should be under 2 seconds.                        |
| NFR-5  | <b>Availability</b>        | The system will maintain 99.9% uptime and will be accessible 24/7.                               |
| NFR-6  | <b>Scalability</b>         | The architecture (Node.js, MongoDB, React) will allow horizontal scaling as the user base grows. |