**Project Design Phase-II**

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

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| Date | 26th June 2025 |
| Team ID | LTVIP2025TMID54037 |
| Project Name | ResolveNow: Your Platform for Online Complaints |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | User Registration | Register via form with email and password  Register using Gmail or LinkedIn |
| FR-2 | User Authentication | Secure login with JWT-based session management  Password reset and email verification |
| FR-3 | Complaint Submission | Submit complaints with category, description, and optional file upload  Auto-assign complaint ID and timestamp |
| FR-4 | Complaint Tracking | view complaint status and history  Receive real-time updates via email or dashboard notifications |
| FR-5 | Admin Dashboard | View, filter, and assign complaints to agents  Update complaint status and add resolution notes |
| FR-6 | Role-Based Access Control | Different access levels for users, agents, and admins |

**Non-functional Requirements:**

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

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| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | Node.js, Express, bcrypt |
| NFR-2 | **Security** | Express, MongoDB Queries |
| NFR-3 | **Reliability** | Razorpay SDK, MongoDB |
| NFR-4 | **Performance** | Express.js, MongoDB, Nodemailer, SMTP |
| NFR-5 | **Availability** | Twilio API or custom logic |
| NFR-6 | **Scalability** | Express Admin, MongoDB |