**Requirement Gathering and Analysis Phase**

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

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| --- | --- |
| Date | 6th July 2024 |
| Team ID | SWTID1720076124 |
| Project Name | |  | | --- | | Online Complaint Registration And Management System | |  | |
| Maximum 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 | Registration | Registration through Form  Registration Confirmation through OTP |
| FR-2 | Sign-in | Sign-in via Email and password |
| FR-3 | Dashboard | NavBar for user will have complaint form and status tracker NavBar for admin will have user complaint and agent NavBar for agent will have view complaints |
| FR-4 | Complaint Form | Fill in the name, address and description |

**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** | The system offers a user-friendly interface for easy complaint submission, tracking, and interaction with agents. |
| NFR-2 | **Security** | Ensures the protection of user data and complaint information against unauthorized access and breaches |
| NFR-3 | **Reliability** | The system operates consistently and accurately under normal and peak load conditions. |
| NFR-4 | **Performance** | Efficiently handles complaint submissions, tracking updates, and agent interactions without delays. |
| NFR-5 | **Availability** | Ensures the system is accessible and operational whenever users need to submit or track complaints. |
| NFR-6 | **Scalability** | Capable of handling increasing volumes of complaints and users without compromising performance. |