

Requirement Gathering and Analysis Phase
Solution Requirements (Functional & Non-functional)

Date	6 th July 2024
Team ID	SWTID1720103759
Project Name	Project – Online Complaint and Management System
Maximum 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	Complaint Submission	Submission of complaints as per the required fields/category (along with relevant documents and images showcasing the problem effectively) in the online form
FR-4	Complaint Tracking	A suitable UI to view the status of their submitted complaints under “My complaints” bar of the webapp. Email, SMS notifications about the status updates of their complaints.
FR-5	User Interaction with the Assigned Agent	A prompt-based chat application within the system to ensure smooth communication between the user and the agent
FR-6	Resolution and Feedback	A feedback form after the complaint has been resolved
FR-7	Admin Management Mode	A separate UI for the admin user to monitor all the complaints registered on the platform, and assign the complaints to the agents based on their workload and expertise.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The user interfaces are designed with a focus on simplicity, intuitiveness and accessibility to provide a seamless experience for the customers.
NFR-2	Security	Robust security measures such as user authentication, data encryption and role-based access control to protect sensitive data.

NFR-3	Reliability	The system incorporates features like data redundancy, backup and disaster recovery to ensure high reliability and minimize downtime.
NFR-4	Performance	High Performance is ensured using scalable cloud infrastructure, caching optimizations(intermediate caching servers), load balancing and capacity planning tools to handle increasing user and complaints volume efficiently.
NFR-5	Availability	The system ensures high availability through redundant data storage, off-site backups and other well-defined backup and recovery plans.
NFR-6	Scalability	The system is designed to handle a growing number of users and complaints without performance degradation, by leveraging cloud-based infrastructure