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

Date	June 2025
Team ID	LTVIP2025TMID54346
Project Name	Shopsmart:Your Digital Grocery Store Experience
Maximum Marks	4 Marks

Functional Requirements:

NFR No.	Non-functional Requirement	Description
NFR-1	Usability	User-friendly UI with responsive design using Bootstrap/Material UI
NFR-2	Security	Authentication using hashed passwords, MongoDB security rules

NFR-3	Reliability	Data stored securely in MongoDB Atlas with high availability

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 Management	Submit new complaint Edit or delete complaint Upload image/evidence View complaint status
FR-4	Real-time Chat	User-agent messaging Admin-agent-user message visibility Notifications when agent replies

Non-functional Requirements:

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

NFR-4	Performance	Optimized REST APIs for fast response, React lazy loading
NFR-5	Availability	24/7 accessible system with robust backend connectivity
NFR-6	Scalability	Scalable backend using Express.js and MongoDB Atlas for future expansion