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

Date	22 May 2025
Team ID	LTVIP2025TMID20310
Project Name	Resolvenow: Your Platform For Online Complaints
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 and Login	Users sign up with email and password, log in securely
FR-2	Complaint Submission	Users submit complaints with description, address, and optional image
FR-3	Complaint Tracking	Users can view status updates and progress of submitted complaints
FR-4	Agent Interaction	Users and agents can chat in real-time about the complaint resolution
FR-5	Admin Complaint Assignment & Monitoring	Admin assigns complaints to agents and monitors resolution status

Non-functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system should have a simple and user-friendly UI, allowing users of all age groups to file and track complaints easily.
NFR-2	Security	All user data, complaint details, and login credentials must be securely handled using HTTPS and encrypted storage.
NFR-3	Reliability	The system must provide consistent performance and ensure that complaint records are never lost or corrupted.
NFR-4	Performance	Complaints, messages, and status updates should load within 2 seconds under normal network conditions.

NFR-5	Availability	The system should efficiently handle growth in user base and complaints without affecting functionality or speed.
NFR-6	Scalability	The platform should maintain at least 99.9% uptime, ensuring users can file complaints at any time.