**Project Design Phase-II**

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

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| 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.

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| **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.

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| **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. |