**Project Design Phase-II**

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

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| --- | --- |
| Date | 24-06-2025 |
| Team ID | LTVIP2025TMID20349 |
| Project Name | Resolve now: Your Platform For Online Complaints |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

**Functional Requirements – ResolveNow (Complaint Management System)**

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| --- | --- | --- |
| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| **FR-1** | User Authentication | Sign up, Login, Password Reset   |  | | --- | |  | |
|  |  | Auth login using Google / GitHub   |  | | --- | |  |  |  | | --- | |  | |
| **FR-2** | Complaint Submission | Submit complaints with description, location, images/documents  Complaint appears on agent dashboard   |  | | --- | |  |  |  | | --- | |  | |
| **FR-3** | Complaint Management   |  | | --- | |  | | Agent views, updates, and resolves complaints  Complaint status tracking by user |
| **FR-4** | Real-Time Communication | Chat between user and agent for query resolution |

**Non-functional Requirements:**

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

|  |  |  |
| --- | --- | --- |
| **NFR No.** | **Non-Functional Requirement** | **Description** |
| **NFR-1** | **Usability** | The platform should offer a clean, intuitive UI for users of all skill levels. |
| **NFR-2** | **Security** | All data transfers must be encrypted. Implement role-based access and token auth.   |  | | --- | |  | |
| **NFR-3** | **Performance** | Pages should load within 2 seconds. Chat and job posting actions should be near-instant. |
| **NFR-4** | **Availability** | The system should maintain 99.9% uptime across all services.   |  | | --- | |  |  |  | | --- | |  | |
| **NFR-5** | **Scalability** | Should support high concurrency and rapid feature scaling through microservices.   |  | | --- | |  |  |  | | --- | |  | |