

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

Date	21 June 2025
Team ID	LTVIP2025TMID54898
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	Manual Registration through Form
FR-2	User Confirmation	Once the form is submitted, the user is directly registered and can log in immediately.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system features a simple and intuitive user interface designed with clear navigation, allowing users of all roles (Customer, Agent, Admin) to easily register complaints, view status, and interact. Minimal training is required to use the platform effectively.
NFR-2	Security	Basic security measures like password hashing using bcrypt.js and role-based access control are implemented. JWT (JSON Web Token) is used for session management to ensure only authenticated users can access their respective dashboards. Sensitive routes are protected based on user roles.
NFR-3	Reliability	The application is built with reliable technologies like MongoDB, Node.js, and Express.js, ensuring stable data management and server operations. Proper error handling ensures the system does not crash during invalid operations or unexpected inputs.

NFR-4	Performance	ResolveNow is lightweight and responsive, built using the Vite-powered React.js frontend. It efficiently handles complaint registration and retrieval with minimal server response times. Performance remains smooth for basic CRUD operations across user roles.
NFR-5	Availability	The system can be hosted on platforms like Render or Vercel for 24/7 online access. Users can access it anytime through a browser without needing to install anything. Though this is an internship project, the architecture supports basic availability for demonstration and testing purposes.
NFR-6	Scalability	The modular structure of the application allows it to scale in the future. Features like multi-role management, complaint tracking, and dashboards can be extended to support more users, integrate real-time notifications, or move to microservices if needed.