**Project Design Phase-II**

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

|  |  |
| --- | --- |
| Date | 26-05-2025 |
| Team ID | LTVIP2025TMID57620 |
| Project Name | Online complaints |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

**Functional Requirements – Music Streaming App**

|  |  |  |
| --- | --- | --- |
| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| **FR-1** | User Authentication | Sign up, Login, Password Reset   |  | | --- | |  | |
|  |  | |  | | --- | |  |  |  | | --- | | OAuth login using Google / GitHub | |
| **FR-2** | **Crime Posting** | |  | | --- | |  |  |  | | --- | | Posting complaints | |
| **FR-3** | |  | | --- | |  |  |  | | --- | | **Job Application & Management** | | User will log complaints , Agent will Resolve |

**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-** | **Performance** | Pages should load within 2 seconds. Chat and job posting actions should be near-instant. |
| **NFR-** | **Availability** | |  | | --- | |  |  |  | | --- | | The system should maintain 99.9% uptime across all services. | |
| **NFR-** | **Scalability** | |  | | --- | |  |  |  | | --- | | Should support high concurrency and rapid feature scaling through microservices. | |