

11. SRS Overall Description

11.1 Product Perspective

The system replaces the traditional manual insurance claim process with a centralized digital platform. It integrates user authentication, claim submission, document management, and administrative workflows into a single web application.

11.2 Product Functions

- User registration and authentication
- Online insurance claim submission
- Document upload and storage
- Claim status tracking
- Claim verification and approval by admin
- Secure role-based access

11.3 User Characteristics

User Type	Characteristics
Policyholder	Basic computer knowledge
Admin	Trained staff, system-aware
Surveyor (Optional)	Document verification skills

11.4 Constraints

- Requires internet connectivity
- Must ensure data privacy and security
- Depends on server availability

