

ProjectDesignPhase-II
SolutionRequirements(Functional&Non-functional)

Date	July2025
TeamID	LTVIP2025TMID44695
ProjectName	ResolveNow: YourPlatformforOnlineComplaints
Maximum Marks	4 Marks

FunctionalRequirements:

Followingarethefunctionalrequirementsoftheproposedsolution.

FR No.	FunctionalRequirement(Epic)	SubRequirement(Story/Sub-Task)
FR-1	UserRegistration	Registration through Form RegistrationthroughGmail RegistrationthroughLinkedIN
FR-2	UserConfirmation	ConfirmationviaEmail Confirmation via OTP
FR-3	ComplaintManagement	Submit new complaint Edit or delete complaint Upload image/evidence Viewcomplaintstatus
FR-4	Real-timeChat	User-agentmessaging Admin-agent-usermessagevisibility Notifications when agent replies

Non-functionalRequirements:

Followingarethennon-functionalrequirementsoftheproposedsolution.

NFR No.	Non-functional Requirement	Description
NFR-1	Usability	User-friendlyUIwithresponsivedesignusing Bootstrap/Material UI
NFR-2	Security	Authenticationusinghashedpasswords,MongoDBsecurity rules
NFR-3	Reliability	DatastoredsecurelyinMongoDBAtlaswithhigh availability

NFR-4	Performance	OptimizedRESTAPIsforfastresponse,Reactlazy loading
NFR-5	Availability	24/7accessiblesystemwithrobustbackend connectivity
NFR-6	Scalability	ScalablebackendusingExpress.jsandMongoDBAtlasfor future expansion