

# Project Design

## Solution Requirements (Functional & Non-Functional)

<b>Date</b>	04.04.2025
<b>Team ID</b>	SWTID1743161557
<b>Project Name</b>	Online Complaint Registration and Management System (OCRMS)
<b>Program</b>	Full Stack Developement MERN_VIT

### 1. Functional Requirements:

The proposed Online Complaint Management System (OCRMS) fulfils the following functional requirements:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
<b>FR-1</b>	User Registration	<ul style="list-style-type: none"><li>• Registration through Gmail</li></ul>
<b>FR-2</b>	User Confirmation	<ul style="list-style-type: none"><li>• Confirmation via Email</li><li>• Confirmation via OTP</li></ul>
<b>FR-3</b>	Complaint Submission	<ul style="list-style-type: none"><li>• User can file a complaint</li><li>• Attach supporting documents (Images/PDF)</li></ul>
<b>FR-4</b>	Complaint Tracking	<ul style="list-style-type: none"><li>• User can check complaint status</li><li>• Receive email notifications</li></ul>
<b>FR-5</b>	Complaint Resolution	<ul style="list-style-type: none"><li>• Admin assigns complaint to responsible department</li><li>• Response and resolution tracking</li></ul>
<b>FR-6</b>	Role Management	<ul style="list-style-type: none"><li>• Different user roles: User, Admin, Support Staff</li><li>• Access control based on roles</li></ul>
<b>FR-7</b>	Feedback System	<ul style="list-style-type: none"><li>• Users can rate the resolution</li><li>• Provide feedback on system performance</li></ul>
<b>FR-8</b>	Reports & Analytics	<ul style="list-style-type: none"><li>• Generate reports for complaint trends</li><li>• Data visualization for decision-making</li></ul>

**Continued...**

## 2. Non-Functional Requirements:

The system must meet the following non-functional requirements:

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system should have a user-friendly interface for easy navigation.
NFR-2	Security	Secure authentication, data encryption, and role-based access control.
NFR-3	Reliability	The system should ensure accurate data handling and uptime of 99.9%.
NFR-4	Performance	The system should process user requests within 2 seconds.
NFR-5	Availability	24/7 system availability with minimal downtime.
NFR-6	Scalability	The system should be able to handle an increasing number of users and complaints.