**Project Design Phase-II**

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

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| Date | June 2025 |
| Team ID | LTVIP2025TMID58285 |
| Project Name | Service Desk for Customer Complaint Resolution |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

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| --- | --- | --- |
| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | User Registration | Registration through Form  Registration through Gmail  Registration through LinkedIN |
| FR-2 | User Confirmation | Confirmation via Email Confirmation via OTP |
| FR-3 | Complaint Management | Submit new complaint  Edit or delete complaint  Upload image/evidence  View complaint status |
| FR-4 | Real-time Chat | User-agent messaging  Admin-agent-user message visibility  Notifications when agent replies |

**Non-functional Requirements:**

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

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| --- | --- | --- |
| **NFR No.** | **Non-functional**  **Requirement** | **Description** |
| NFR-1 | Usability | User-friendly UI with responsive design using Bootstrap/Material  UI |
| NFR-2 | Security | Authentication using hashed passwords, MongoDB security rules |
| NFR-3 | Reliability | Data stored securely in MongoDB Atlas with high availability |
| NFR-4 | Performance | Optimized REST APIs for fast response, React lazy loading |
| NFR-5 | Availability | 24/7 accessible system with robust backend connectivity |
| NFR-6 | Scalability | Scalable backend using Express.js and MongoDB Atlas for future expansion |