**Requirement Gathering and Analysis Phase**

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

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| Date | 06th July , 2024 |
| Team ID | SWTID1720075176 |
| Project Name | Project – Online Complaint Register and Management |
| Maximum 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 |
| FR-2 | User Confirmation | Confirmation via Email  Confirmation via OTP |
| FR-3 | Compliant Registration | Filter option to select the complaint category Description to fill in the complaint details Option to add photos or videos option to stay anonymous |
| FR-4 | Search for complaint | Sort by state/constituency Endorsement button if you also face the same issue |
| FR-5 | Track complaint | Updates on resolution steps sent by email |
| FR-7 | Resolution | Confirmation of resolved complaint sent to user  Complaint removed after user confirmation |

**Non-functional Requirements:**

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

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| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | intuitive and user-friendly interface for easy navigation and complaint submission. tutorial to help people their way through the website |
| NFR-2 | **Security** | Security The system should implement robust security measures to protect user data and ensure the confidentiality and integrity of the information submitted. This includes features like:  Secure user authentication (e.g., password hashing, two-factor authentication). Secure data transmission (e.g., HTTPS protocol)  Role-based access control to limit unauthorized access |
| NFR-3 | **Reliability** | The web application should be highly reliable, ensuring that user complaints are successfully registered, tracked, and resolved without any data loss or system failures. |
| NFR-4 | **Performance** | The web application should deliver fast and responsive performance, providing users with a seamless experience, even during peak usage or high traffic loads |
| NFR-5 | **Availability** | The web application should be highly available, ensuring that users can access the platform and submit their complaints at any time, with minimal downtime or service interruptions.  24/7 availability, with a target uptime of at least 99.9% |
| NFR-6 | **Scalability** | Modular and extensible architecture to enable the addition of new functionalities.  Horizontal scaling capabilities to handle growing user and data loads.  Efficient data management and storage solutions to manage the expanding complaint repository.  Adaptability to integrate with diverse government agencies and local authorities across different regions |