**Project Design Phase-II**

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

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| --- | --- |
| Date | 19-06-2025 |
| Team ID | LTVIP2025TMID41759 |
| Project Name | Resolve Now |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

**Functional Requirements –Resolve Now App**

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | User Authentication | Sign up, Login, Password Reset, OAuth Login via Google/GitHub |
| FR-2 | Complaint Submission | Submit complaint with category, description, optional attachments |
| FR-3 | Complaint Tracking | View real-time complaint status, progress timeline, estimated resolution date |
| FR-4 | Admin Dashboard | Manage users, assign complaints, update statuses, add internal notes, view complaint metrics |
| FR-5 | Notifications | Automated email/in-app alerts for status updates, resolution confirmations |
| FR-6 | Feedback System | Post-resolution rating system, optional user comments, display summary to admin |
| FR-7 | Role-Based Access | Separate views and permissions for user, admin, reviewer |
| FR-8 | Analytics & Reports | View reports by category, status, department, or time period |
| FR-9 | UI/UX & Accessibility | Mobile responsiveness, language options, accessible design with tooltips and error handling |
| FR-10 | Security & Data Protection | Data encryption, input sanitization, secure API endpoints, login rate-limiting |

**Non-functional Requirements:**

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

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| **NFR No.** | **Requirement** | **Description** |
| **NFR-1** | **Usability** | UI should be intuitive and user-friendly for buyers, sellers, and admins |
| **NFR-2** | **Security** | All user and transaction data must be encrypted; implement role-based access and JWT auth |
| **NFR-3** | **Reliability** | All services including browsing, checkout, and notifications must be consistently available |
| **NFR-4** | **Performance** | Pages should load within 2 seconds; checkout and actions should respond instantly |
| **NFR-5** | **Availability** | Ensure at least 99.9% uptime with backup and recovery plans |
| **NFR-6** | **Scalability** | Must support growth in users, inventory, and orders without performance degradation |