**Project Design Phase-II**

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

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| Date | 27 June 2025 |
| Team ID | LTVIP2025TMID52085 |
| Project Name | ResolveNow: your platform for online complaints |
| 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 | User Authentication | Sign up, Login, Password Reset  Auth login using Google / GitHub |
| FR-4 | Crime Posting | Posting complaints |
| FR-5 | Job Application & Management | User will log complaints , Agent will Resolve |

**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** | The platform should offer a clean, intuitive UI for users of all skill levels. |
| NFR-2 | **Security** | All data transfers must be encrypted. Implement role-based access and token auth. |
| NFR-3 | **Performance** | Pages should load within 2 seconds. Chat and job posting actions should be near-instant. |
| NFR-4 | **Availability** | The system should maintain 99.9% uptime across all services. |
| NFR-5 | **Scalability** | Should support high concurrency and rapid feature scaling through microservices. |