**Project Design Phase-II**

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

|  |  |
| --- | --- |
| Date | 26-05-2025 |
| Team ID | LTVIP2025TMID54893 |
| Project Name | Online Complaint Management |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

**Functional Requirements – Music Streaming App**

|  |  |  |
| --- | --- | --- |
| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| **FR-1** | User Authentication | Sign up, Login, Password Reset   |  | | --- | |  | |
|  |  | |  | | --- | |  |  |  | | --- | | OAuth login using Google / GitHub | |
| **FR-2** | Complaint Submission | Submit complaints with category, description, optional attachments |
| **FR-3** | **Complaint Tracking** | View complaint status, receive timeline updates |
| **FR-4** | Admin Panel | Manage complaints, assign resolvers, monitor metrics |

**Non-functional Requirements:**

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

|  |  |  |
| --- | --- | --- |
| **NFR No.** | **Non-Functional Requirement** | **Description** |
| **NFR-1** | **Usability** | |  | | --- | | The system should offer a clean, intuitive interface for users and administrators. | |
| **NFR-2** | **Security** | |  | | --- | | User and complaint data must be encrypted and securely stored. Role-based access control is mandatory. | |
| **NFR-3** | **Reliability** | |  |  | | --- | --- | | |  | | --- | | The complaint system must ensure high availability and minimal downtime for reporting issues. | | |
| **NFR-4** | **Performance** | Pages should load quickly; complaint submission and updates must reflect in real-time. |
| **NFR-5** | **Availability** | |  | | --- | | Ensure 99.9% uptime with quick failover mechanisms. | |
| **NFR-6** | **Scalability** | |  | | --- | | Support growing user base, including citizens, departments, and municipal officers. | |