

IT314 Software Engineering Project

DAU Campus Complaints Resolve

Group 11

17th September, 2025

Functional Requirements

1) User Registration and Authentication :

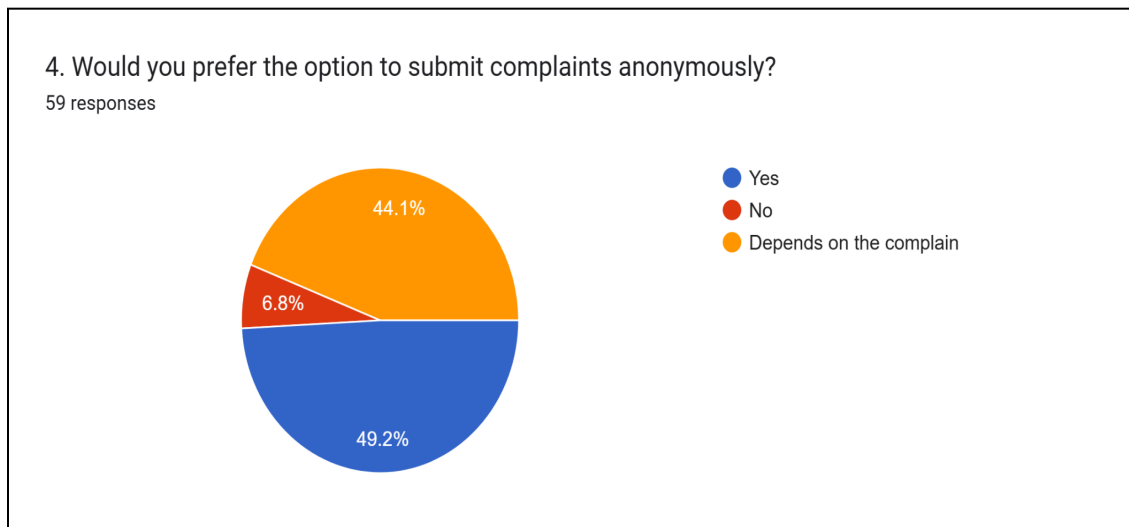
- Allows users to register, login securely and access the system using Role-based access control (students, administrators, and committee members).

Used Elicitation technique : Brainstorming during group meetings.

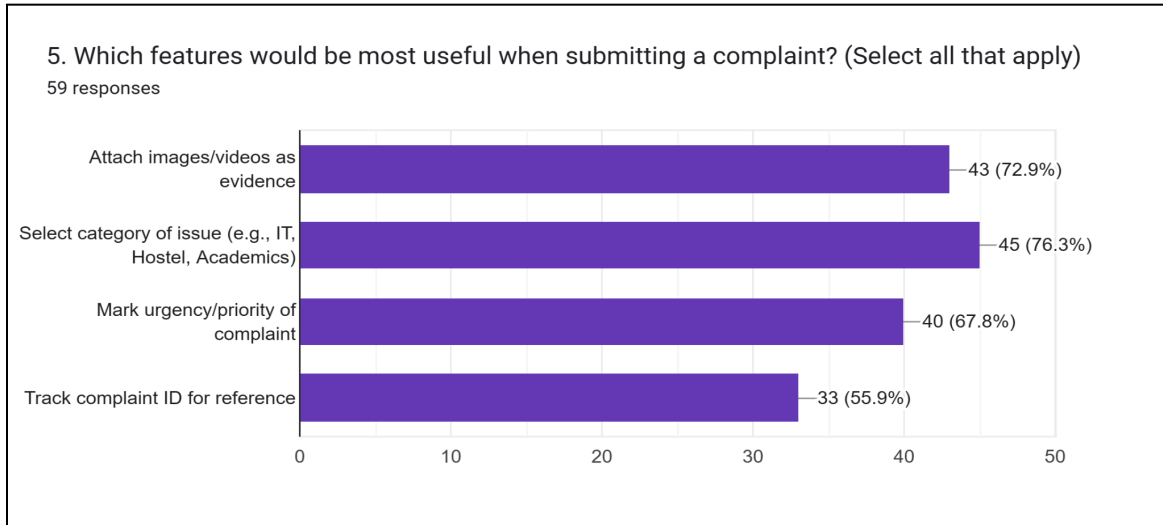
2) Complaints Submission (Optional Anonymity) :

- Users can choose whether their identity is displayed or not while submitting a complaint.

Used Elicitation technique : Questionnaires, applied through google form.



- Users can file complaints with text description, option to attach files.



3) Auto-categorization and Routing :

- Analyzes complaint text to automatically tag the appropriate department or handler using Javascript/Python based langChain.

Used Elicitation technique : Questionnaires, applied through google form.

14. What additional features would make the system more useful for you? (open-ended)

If I have to register any complaint about some problems but I don't know exactly which person/committee should I contact, then the system should identify it itself by reading my problem description that which person/committee should handle my problem and system should redirect my complaint accordingly.

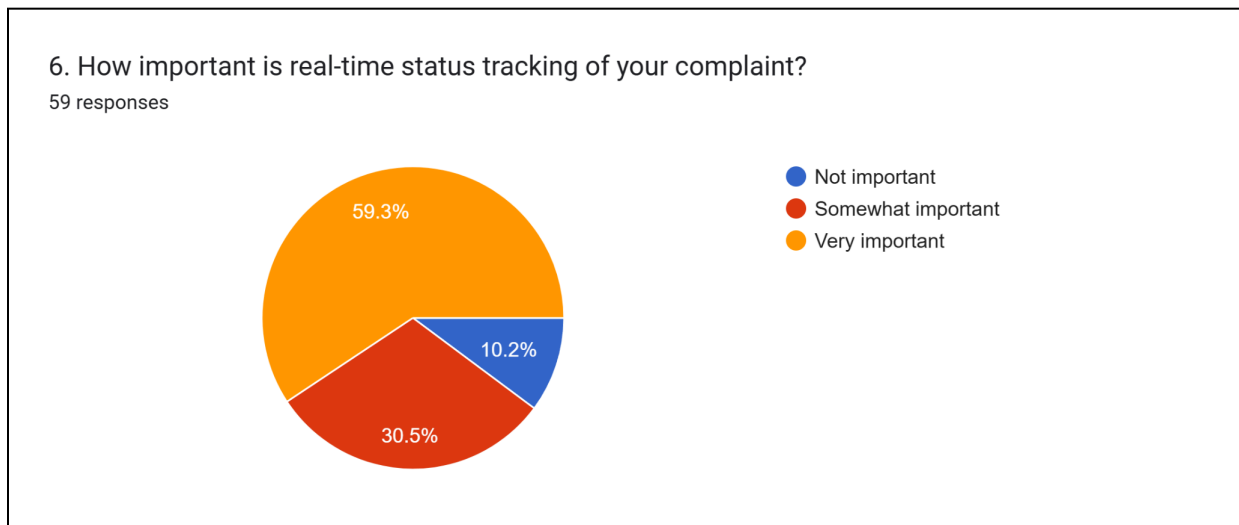
Respective department finding i guess

Whom to complain for the particular problem I am facing.

4) Track complaint status :

- Users and handlers can view complaint progress with timestamps and updates.

Used Elicitation technique : Questionnaires, applied through google form.



5) Role Based - Access Control :

- Access to features and data is restricted based on user roles, ensuring privacy and secure data handling.

Used Elicitation technique : Took **Interviews** of different end-users.

(Some students of our batch, Rushil Soni - Academic committee, DAU,
Dweep Kotecha, Convener-HMC, DAU)

6) Analytics & Reporting :

- Software will check the analysis of all complaints and their status.
Resolution rates & Department performance.

Used Elicitation technique : Interviews and Questionnaires.

We interviewed Dweep Kotecha, Convener-HMC, DAU. In which, he told us that different committees like HMC, CMC have to submit a monthly report of the complaints which they receive and solve to the Dean Students, DAU.

13. What kind of reports would you like to see on the system?(Eg: Ratio of solved : registered complaints by different committees, etc...)

23 responses

Ratio of solved : registered complaints by different committees, Average Time for a complaint resolution, Longest resolved complaint, Action Taken summary, Repeated complaint

Current status of complain resolution, time until complaint gets resolved completely (tentative of course, since some delays are inevitable), the person/people in charge of solving the complaint along with contact details, etc.

Complaints filed vs complaints processed and time taken

Currently pending complaints
Previously resolved issues along with duration taken

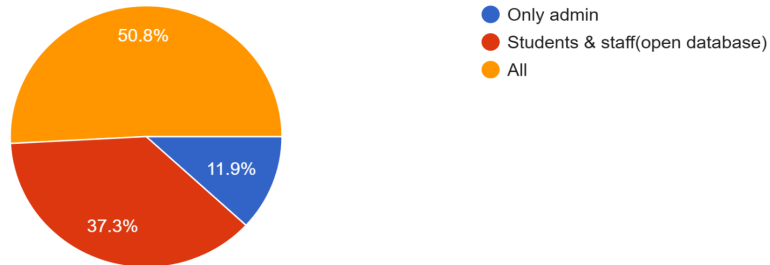
The ratio mentioned should absolutely be in a report, average time to respond to AND resolve a received complaint, number of complaints in a month or two and if there are similarities in those issues like same place or issue with the same thing, and a report on high priority/major complaints - big issues that shouldn't occur.

- Those submitting the complaints would like to see the analytics/performance of different committees/administrators.

Used Elicitation technique : Questionnaires, applied through google form.

12. Do you think aggregated complaint statistics (e.g., common issues, average resolution time) should be visible to:

59 responses



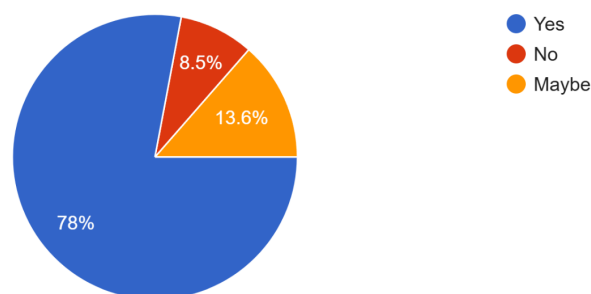
7) Notify users (via e-mail) :

- The system sends automatic email notifications to users when complaints are submitted, escalated or resolved.

Used Elicitation technique : Questionnaires, applied through google form.

7. Would you like to receive email notification when your complaint status changes?

59 responses

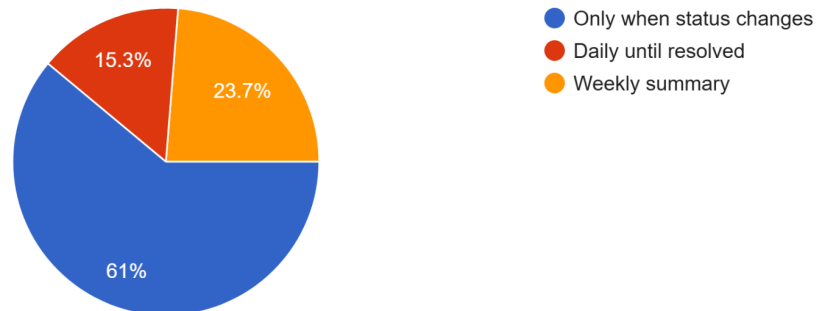


- Users should be updated only when the status of the complaint changes.

Used Elicitation technique : Questionnaires, applied through google form.

8. How frequently would you like to be updated?

59 responses



8) Admin Panel :

- Manage users, complaints, dept., view analytics through centralized interface with elevated access permissions.

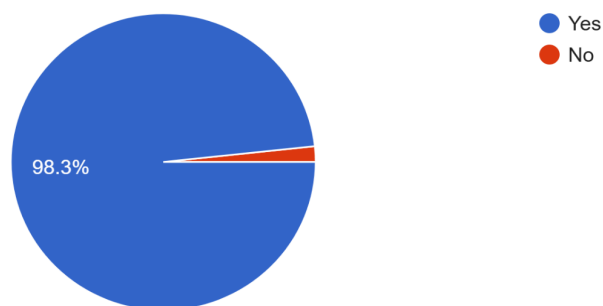
Used Elicitation technique : Observation / Shadowing.

9) Feedback from users :

Used Elicitation technique : Questionnaires, applied through google form.

11. Would you like the option to rate or provide feedback after a complaint is resolved?

59 responses



Non - Functional Requirements

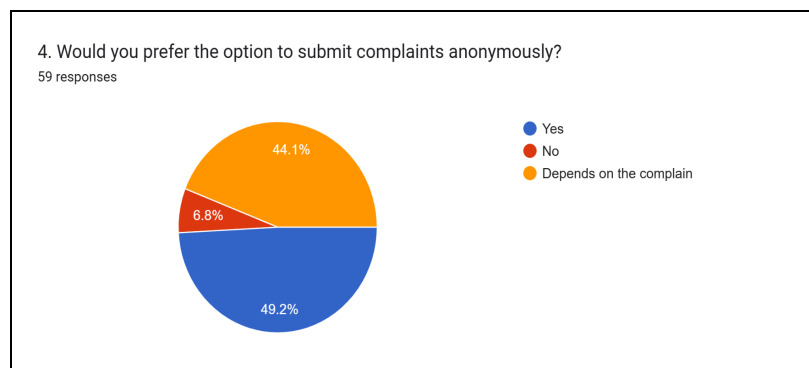
1) Scalability :

- Handle high traffic during campus events/outages without failure.
- Easy integration with existing campus systems.

Used Elicitation Technique: Observation and Interview.

2) Security :

- Only authenticated users (Campus Members) can access the system.
- The system should allow users to submit complaints anonymously while ensuring their privacy and data security.
- The system should implement role-based access control (RBAC), where administrators, students, and committee members have different permissions and access levels.



Used Elicitation Technique: Shadowing and Questionnaires (Google forms)

3) Usability :

- The system UI should be user-friendly(Faculty member , Students and Admin) and easy to use.
- The system should have an intuitive and interactive design

Used Elicitation Technique : Observation and Interview

4) Reliability :

- Ensures 99% uptime and stable performance .

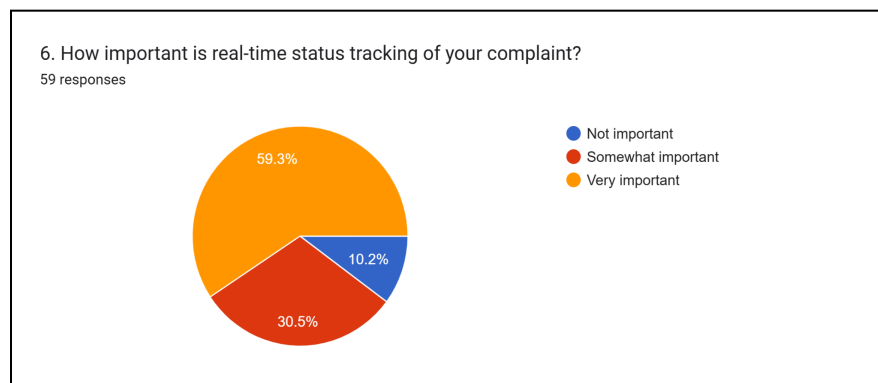
Website not working

- Complaints and status updates should never be lost due to system updates or network failure.

Used Elicitation Technique : Brainstorming

5) Performance :

- Minimum buffer/load time .



- The system should perform normally during peak hours and high traffic scenarios (such as complaint submissions after major campus events) without performance degradation.

Server issue

Used Elicitation Technique: Brainstorming & JAD (Joint Application Development)

6) Maintainability :

- The system should allow easy updates without downtime.
- Support bug fixes within a limited period of time.

Used Elicitation Technique: Brainstorming and Observation

Contributors :

Functional Requirements	Non-Functional Requirements
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