Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	16 February 2026
Team ID	LTVIP2026TMIDS73212
Project Name	ResolveNow - Online Complaint Registration and Management System
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through form (Name, Email, Password)
		Registration through Gmail (OAuth Login)
FR-2	User Confirmation	Confirmation via Email
		Account activation after verification
FR-3	User Login	Login using Email & Password
		Secure authentication using JWT
FR-4	Complaint Management	Submit complaint with details & attachments
		Generate unique complaint ID
		Store complaint in MongoDB
FR-5	Complaint Assignment	Admin assigns complaint to agent
FR-6	Complaint Tracking	User views complaint status
FR-7	Communication	Real-time chat between user & agent
FR-8	Feedback	User submits feedback after resolution

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	User-friendly interface with responsive design
NFR-2	Security	JWT authentication, encrypted passwords (bcrypt), role-based access
NFR-3	Reliability	Accurate storage & retrieval of complaint data
NFR-4	Performance	Fast API response time & optimized database queries
NFR-5	Availability	System accessible 24/7 via cloud hosting
NFR-6	Scalability	Can support increasing users and complaints