**Project Design Phase-II**

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

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| Date | 10 june 2025 |
| Team ID | LTVIP2025TMID42578 |
| Project Name | ResolveNow |
| Maximum Marks | 4 Marks |

**✅ 3.1 Functional Requirements**

| **Code** | **Requirement** | **Description** |
| --- | --- | --- |
| FR1 | Automated Complaint Assignment | The system must auto-assign complaints based on category, keywords, and urgency. |
| FR1.1 | Category-Based Routing | Complaints must be routed based on pre-defined categories (e.g., Billing, Product Issue). |
| FR1.2 | Keyword Analysis | Keywords from user descriptions help determine assignment group or agent. |
| FR2 | Skill-Based Routing | Assign complaints to agents who possess relevant skills. |
| FR2.1 | Skill Mapping | Admins must be able to define and assign skills to agents. |
| FR2.2 | Match Skills to Complaint | System matches skill requirement with available agents. |
| FR3 | Workload Balancing | Assignments must consider agent load to prevent overburdening. |
| FR4 | Re-assignment Logic | Allow automated or manual reassignment based on timeout or escalation rules. |
| FR5 | Manual Override | Admins or managers can override assignments when necessary. |
| FR6 | Notifications | Notify both agent and user upon assignment or reassignment. |
| FR7 | Audit Logging | Every assignment/reassignment must be logged in the activity history. |
| FR8 | Dashboard & Reporting | System should support dashboards showing assignment metrics (time, reassignment rate, load distribution). |

**⚙️ 3.2 Non-Functional Requirements**

| **Code** | **Requirement** | **Description** |
| --- | --- | --- |
| NFR1 | Performance | Assignment logic must execute in < 5 seconds after complaint submission. |
| NFR2 | Scalability | System must handle growth in user base and complaint volume. |
| NFR3 | Configurability | Admins must be able to update assignment rules without code changes. |
| NFR4 | Reliability | Assignment logic must function consistently across complaint types. |
| NFR5 | Maintainability | Code should be modular and easy to update or debug. |
| NFR6 | Security | Only authorized users can configure rules or access sensitive data. |
| NFR7 | Usability | The interface for managing assignments should be intuitive and admin-friendly. |