

Title of the Project: Complaint Management System

Group Number: 5

Group Name: Fire Booster

Group Members:

Student ID	Student Name
18101073	Md Akif Hussain
18101551	Md Adnan Habib
18101543	Simon Biswas

Functional Requirements:

1 Complaint Category management:

- 1.1 The system will have options to register complains under different domains for example verbal abuse, physical assault, domestic violence, molestation.
- 1.2 The system will also allow to specify gender & list complains accordingly.
- 1.3 The system will even allow to specify complains on the basis of indoor violence/abuse & outdoor ones.

2 Emergency Contact management:

- 2.1 The system will have the emergency contacts of all the police station.
- 2.2 The system will also show the nearest police station number.

3 Location mapping:

- 3.1 The system will let people track their location in case of emergencies

4 Management Team:

- 4.1 The system will have a facility to communicate our management team 24/7

Non-Functional Requirements:

We know that non-functional requirements refer to behavioral properties the system must have. Our “Complain Management System” has some non-functional requirements. They are given below:

1. Operational:

- 1.1 Our system will run smoothly on desktop, laptop, tablet, mobile used by people. We will check every time whether people are using the system in their devices without facing any problem.
- 1.2 Our system will work in any web browser.
- 1.3 People will easily be able to print out their copy of registered complain.

2. Performance:

- 2.1 The interaction between user and the system will take less than 2 seconds.
- 2.2 There will be a 24/7 active management team by our authority to help in emergencies problems faced by the users and to give the answers of user's queries.

2.3 The system will be available 24 hours every day, 365 days every year.

2.4 Updates of the systems with new features will come soon according to the user's reviews.

3. Security:

3.1 Personal information of users will be kept hidden from other users.

3.2 Only authorized person of our team will be able to see the personal data of every user.

3.3 Our system is protected from virus, Trojans, hacking tools and we always update our system so that nothing can harm our system.

3.4 No user can see other users complain.

4. Cultural and Political:

4.1 Our team use only authorized and original software tools.

4.2 Our system is made maintaining "Digital Law" and "ICT Law" of Bangladesh.

4.3 We made the system keeping in our mind that it doesn't harm anyone's cultural, religion values.