# Requirement Specifications Document

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## 1. Project Description

This section provides a high-level overview of the project, including its purpose, objectives, and key deliverables.  
  
\*\*Example:\*\*  
The "Customer Feedback Portal" project aims to develop an online platform that enables customers to provide feedback about services and products. The goal is to enhance user experience and improve business offerings based on customer insights.

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## 2. In Scope

This section lists the functionalities, features, and tasks that are included in the project.  
  
\*\*Example:\*\*  
- Development of a web-based feedback portal.  
- Integration with existing CRM systems.  
- Implementation of user authentication and role-based access.  
- Feedback analytics and reporting dashboards.  
- Support for multiple languages.

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## 3. Out of Scope

This section outlines the functionalities, features, or tasks that are explicitly excluded from the project.  
  
\*\*Example:\*\*  
- Mobile application development.  
- Third-party vendor management.  
- Customer training beyond documentation.  
- Real-time sentiment analysis.

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## 4. Requirements

This section details the functional and non-functional requirements of the project.  
  
### Functional Requirements  
- Users can submit feedback via an online form.  
- Feedback can be categorized by type (e.g., product, service).  
- Administrators can generate detailed reports.  
  
### Non-Functional Requirements  
- The system must support at least 10,000 concurrent users.  
- The feedback portal must load within 3 seconds for all pages.  
- Data must be encrypted during transmission and at rest.

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## 5. Assumptions

This section outlines assumptions made during the planning and execution of the project.  
  
\*\*Example:\*\*  
- Users will have internet access to use the portal.  
- The organization’s existing infrastructure can support the new platform.  
- All feedback data will be owned and managed by the organization.

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## 6. Approvers

This section lists the individuals or roles responsible for reviewing and approving the document.  
  
| Name | Role | Approval Date |  
|-------------------|------------------------|---------------|  
| John Doe | Project Lead | |  
| Jane Smith | Business Analyst | |  
| Emily Johnson | IT Director | |

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