**Project Design Phase-II**

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

|  |  |
| --- | --- |
| Date | 26-06-2025 |
| Team ID | LTVIP2025TMID59501 |
| Project Name | ResolveNow |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

**Functional Requirements – ComplaintCare**

|  |  |  |
| --- | --- | --- |
| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| **FR-1** | User Authentication | Sign up, Login, Password Reset   |  | | --- | |  | |
|  |  | |  | | --- | | OAuth login using Google / GitHub |  |  | | --- | |  | |
| **FR-2** | |  | | --- | |  |  |  | | --- | | **Complaint Registration** | | File a new complaint with description, category, images, and location |
|  |  | |  | | --- | |  |  |  | | --- | | Generate complaint ID and send acknowledgment | |
| **FR-3** | **Complaint Management Dashboard** | View status of submitted complaints (Pending, In Progress, Resolved) |
|  |  | Edit or withdraw complaint before it's assigned |
| **FR-4** | **Agent Assignment & Resolution** | Admin assigns complaint to agent based on category/location |
|  |  | Agent updates progress and marks complaint as resolved |
| **FR-5** | |  | | --- | |  |  |  | | --- | | **Messaging System** | | Citizens and agents can communicate via real-time messaging |
| **FR-6** | |  | | --- | |  |  |  | | --- | | **Notifications & Alerts** | | |  | | --- | |  |  |  | | --- | | System sends email/SMS alerts for updates in complaint status | |

**Non-functional Requirements:**

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

|  |  |  |
| --- | --- | --- |
| **NFR No.** | **Non-Functional Requirement** | **Description** |
| **NFR-1** | **Usability** | |  | | --- | | Interface must be clean, responsive, and easy to navigate for all user types |  |  |  | | --- | --- | | |  | | --- | |  | | |
| **NFR-2** | **Security** | |  | | --- | | User data and complaints must be encrypted; implement role-based access control |  |  |  | | --- | --- | | |  | | --- | |  | | |
| **NFR-3** | **Reliability** | |  | | --- | | System must handle complaint updates and real-time communication without failure |  |  | | --- | |  | |
| **NFR-4** | **Performance** | Dashboard, complaint filing, and chat should respond within 2 seconds |
| **NFR-5** | **Availability** | |  | | --- | | Ensure 99.9% uptime; scheduled maintenance should be minimal and notified | |
| **NFR-6** | **Scalability** | |  | | --- | | Able to handle increasing users and complaint traffic without slowing down | |