Acceptance Criteria for Key Features

Feature 1: Feedback Submission Form

(a)Customers should be able to submit feedback using the form.

(b)Email should be mandatory and validated for correct format.

(c) Comments should be between 10 to 500 characters.

(d) CAPTCHA must be completed before submission.

(e) On successful submission, a confirmation message should be displayed.

Feature 2: Admin Panel Access

(a) Only users with admin role should be able to access the admin panel.

(b) Unauthorized users trying to access should see an "Access Denied" message.

(c) Admin should be able to view, respond, and manage feedback.

Feature 3: Feedback Management

(a) Admin should be able to view all feedback in a structured format.

(b) Sorting and filtering options should be available (by rating, date, etc.).

(c) Admin should be able to search feedback by email or keyword.

(d) Admin should be able to delete inappropriate feedback.

Feature 4: Security & Compliance

(a) System should sanitize all user inputs to prevent SQL Injection & XSS attacks.

(b) CAPTCHA should be implemented to prevent spam submissions.

(c) Feedback data should be secure and accessible only after login.

Feature 5: Notifications & Alerts

(a) Admin should receive an email notification when a new feedback is submitted.

(b) Customers should receive an email notification when an admin responds to their feedback.