Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	26 June 2025
Team ID	LTVIP2025TMID53123
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	4 Marks

Functional Requirements – ResolveNow

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through Form
		Registration through Gmail
		Registration through LinkedIn
FR-2	User Confirmation	Confirmation via Email
		Confirmation via OTP
FR-3	Complaint Management	Submit Complaint Form
		Attach Files (images, documents)
		View Complaint Status
		Edit or Cancel Complaint
FR-4	User-Agent Communication	Real-time Chat Module
		Message Notifications
		Chat Linked to Complaint ID
FR-5	Admin Controls	View All Complaints
		Assign Complaint to Agent
		Manage Users & Agents
FR-6	Feedback System	Submit Ratings
		Add Review Comments
FR-7	Reports & Analytics	Generate Complaint Summary Report
		View Agent Performance Report

Non-Functional Requirements – ResolveNow

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The application should be user-friendly, intuitive, and easy to navigate for all types of users (mobile/web).
NFR-2	Security	All user data should be encrypted, with role-based access, secure authentication (JWT), and secure APIs.
NFR-3	Reliability	The system must be dependable, ensuring all complaints and responses are properly stored and retrievable.
NFR-4	Performance	The platform should handle complaint submissions and chat messages in real-time with minimal latency.
NFR-5	Availability	The system should have 99.9% uptime to ensure complaint handling services are accessible at all times.
NFR-6	Scalability	The system should scale easily to handle an increasing number of users, agents, and complaints without performance drop.