Project Design Phase-II

Solution Requirements (Functional & Non-functional)

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

Functional Requirements – ResolveNow

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| **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

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| **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. |