Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Project Details:

Date	19 June 2025
Team ID	LTVIP2025TMID55215
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	• Registration through Form • Registration through Gmail/SSO
FR-2	User Login	• Login with Email and Password • Forgot Password & Reset Options
FR-3	Profile Management	• Create/Update User Profile (Name, Contact, Complaint History)
FR-4	Complaint Submission	• Submit Complaints with Details & Attachments • Categorize Complaints
FR-5	Complaint Tracking	• Track Real-Time Complaint Status • Receive Updates & Notifications
FR-6	Communication & Collaboration	• Integrated Chat System for User-Agent Communication • Real-time Updates and Notifications
FR-7	Admin Panel	• Manage Users & Complaints • Assign Agents & Monitor Resolution

		• Generate Reports & Analytics

Non-functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	User-friendly UI with simple navigation and responsive design using Bootstrap and Material UI libraries.
NFR-2	Security	Secure handling of user data, ensuring integrity and security of every complaint and user-contributed content.
NFR-3	Reliability	Consistent functionality and stable performance under varying user loads and interactions.
NFR-4	Performance	Fast response times for submitting complaints, tracking, communicating, and loading dashboards, facilitated by Express.js and MongoDB.
NFR-5	Availability	The platform should aim for high uptime to be the go-to platform for users registering complaints.
NFR-6	Scalability	The client-server model with Express.js backend and MongoDB data storage offers a scalable solution for future growth.