Project Design Phase-II

Solution Requirements (Functional & Non-functional)

# Project Details:

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| 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.

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| **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.

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| **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. |