Project Design Phase-II

Solution Requirements (Functional & Non-functional)

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| Date | 03 October 2022 |
| Team ID | PNT2022TMID27274 |
| Project Name | Project - Customer Care Registry |
| 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 | Functional requirement | Authentication of a user when he/she tries to log into the system.  Verification email is sent to user whenever he/she registers for the first time |
| FR-2 | Performance requirement | solve problems, ensure customer satisfaction,  resolve customer complaints. |
| FR-3 | User requirement | Customer can access every feature of an application during the trial period. After an end of the trial period, the user needs to subscribe to a premium plan. |
| FR-4 | Specification requirements | Identify minimum requirements  List the reproducible test method to be used in testing for complains with specification |

# Non-functional Requirements:

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

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| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | Indicates how effectively and easy user can learn and use a system |
| NFR-2 | **Security** | Assures all data inside the system or its part will be protected against malware attacks or unauthorized access |
| NFR-3 | **Reliability** | Specifies the probability of the software performancing without failure for a specific number of user or amount of time |
| NFR-4 | **Performance** | Deals with the measures of the system response time under different load condition |
| NFR-5 | **Availability** | Describes how likely the system is accessible for a user at given point of time |
| NFR-6 | **Scalability** | Assesses the highest workloads under which the system will still meet the performance requirement |