

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

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|---------------|----------------------------------|
| Date | 10 October 2022 |
| Team ID | PNT2022TMID10937 |
| Project Name | Project – Customer care registry |
| 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 Mail |
| FR-2 | User Confirmation | Confirmation via Email Confirmation via OTP |
| FR-3 | User Problem | Issues are known through ticket Can contact directly to agent via email |
| FR-4 | Solution by agent | Issue is solved by an email alert |
| FR-5 | Default solution | Frequent problems is displayed by live chats |

Non-functional Requirements:

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

| FR No. | Non-Functional Requirement | Description |
|--------|----------------------------|---|
| NFR-1 | Usability | Customer can solve their issues easily via ticket |
| NFR-2 | Security | It is secured because each process is verified using mail |
| NFR-3 | Reliability | The site should be loaded within 10 sec |
| NFR-4 | Performance | Each user is assigned with individual agent. Access permission is given to specified person. |
| NFR-5 | Availability | Can be available for any time for User. |
| NFR-6 | Scalability | It is scalable and provided by using Python, Flask , Docker and container registry. |