

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

Date	03 October 2022
Team ID	PNT2022TMIDxxxxxx
Project Name	Project - xxx
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	<ul style="list-style-type: none"><li>Registration through email</li></ul>
FR-2	User Confirmation	<ul style="list-style-type: none"><li>Confirmation via Email</li><li>Confirmation via OTP</li></ul>
FR-3	User friendly	<ul style="list-style-type: none"><li>Generates the message</li><li>Protect the privacy</li><li>Available for 24 hrs</li><li>Multiple languages are available</li></ul>
FR-4	User support	<ul style="list-style-type: none"><li>Provide answer for FAQ and keyword dictionary.</li><li>Learn quickly automatically improve the quality of the support.</li><li>Resolve customer concerns and complaints.</li></ul>

**Non-functional Requirements:**

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

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	Linguistic based,voice bots are available.
NFR-2	<b>Security</b>	Privacy protected.
NFR-3	<b>Reliability</b>	Perform the service dependently and accurately.
NFR-4	<b>Performance</b>	Respond quickly without any delay.
NFR-5	<b>Availability</b>	Should provide the service for 24 hours.
NFR-6	<b>Scalability</b>	Improve the efficiency and performance by including multiple language answering and employment of audio features.