

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

Date	15 October 2022
Team ID	PNT2022TMID32161
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 Gmail Registration through LinkedIn Register with valid mobile number
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP Two step verification for new device login.
FR-3	Agent Registration	Registration through Form Registration through Gmail Registration through LinkedIn Register with valid mobile number
FR-4	Agent Confirmation	Confirmation via Email Confirmation via OTP Two step verification for new device login.
FR-5	Admin	Admin have both user details and agent detail. Admin maintain agent allotment to the user based on problem's category.

### Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	User can register by themselves either with unique valid email id or with their mobile number if they don't have any prior account. After good navigation to visual clarity and developed web application which looks pleasant and simple thus making a interface. For the first time users, Guide tour will also be available in order to provide better user satisfaction. Also, made our web application flexible to all type of devices such as android, mac and desktops.
NFR-2	<b>Security</b>	Before any user trying to login their account to any new device verification code will be sent either to their registered email id or to their registered mobile number. Only after entering their OTP ,then allowed to login. Then notification also sent our mobile either mail or message.
NFR-3	<b>Reliability</b>	Each and every problems can be categories, system's response time for each and every individual will be lesser. Thus making our web application more reliable.
NFR-4	<b>Performance</b>	In order to bring best performance, we have concentrated on overload of user requests. To minimize the overloads and to minimize the system's response time we have created more agents service. Agents will be separated and categorized according to the user's needs.
NFR-5	<b>Availability</b>	Customer care registry will be made available even in the weekends and our agents will also be allotted at anytime to any individual user. User can interact with their respective agents 24*7 by following proper user-agent guidelines.
NFR-6	<b>Scalability</b>	This application consider the customer problems even some time tickets or compliance suddenly that time increase the scalability then with respect to increase in user's requests allotment will be increased. Data storage will increase accordingly. Rescaling is always adaptable.