

## Project Design Phase-II Customer Journey Map

Team ID	PNT2022TMID44353
Project Name	Project – Traffic and Capacity Analytics for Major Ports.

### Customer Journey Map:

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Login How do they enter to use?	Onboarding and First Use How can they feel successful?
Actions What does the customer do? What information do they look for? What is their context?	Views the traffic and capacity details of the ports	Choose user type Enter into the dashboard	Explore the dashboard options Use filters to customize the view of traffic at ports Check delays due to traffic Track status of rails in the ports
Needs and Pains What does the customer want to achieve or avoid?	I want to view rail traffic status at each port Will I get properly predicted congestion?	I get specialised options to work on I don't give up any personal data I worry about having to pay before trying	I can handle the transportation of rails across the ports smoothly I can predict traffic and avoid congestion in future I can track capacity and status of rails at each port I want some plots to be described in detail
Touchpoint What part of the service do they interact with?	Government portal Organization portal	Login page	Dashboard Filter and menu options Visualization charts
Customer Feeling What is the customer feeling?	🧐	😌	😊

## Project Design Phase-II

### Functional and Non Functional Requirements

Date	03 October 2022
Team ID	PNT2022TMID44353
Project Name	Project – Traffic and Capacity Analytics in Major Ports
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
FR-2	User Confirmation	Confirmation via Email
FR-3	User Input Acceptance	The dashboard accepts user input by means of selecting the location of the ports.
FR-4	Options for User to filter location of ports	The user can use filter options to view ports by countries.
FR-5	Visualization of ports.	The dashboard provides various visualization techniques to understand the flow.
FR-6	Providing Delay Information of trains.	The dashboard is able to provide the user the information like delay of a particular train to the ports.

#### Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	The dashboard is able to provide the users the consistency and the aesthetic they expect. The user can constantly use the dashboard without any flaw in the visual quality.
NFR-2	<b>Security</b>	The dashboard is much secured that the data of the users are kept confidential and also it is not prone to any kind of attacks.

NFR-3	<b>Reliability</b>	The failure rate is minimal and the failure can easily be rectified using the measures. Thus this makes the dashboard much reliable.
NFR-4	<b>Performance</b>	The dashboard gives better performance. It provides the user a convenient and flexible User Interface.
NFR-5	<b>Availability</b>	The dashboard is always available to serve the users. The availability is ensured in such a way that the user can access the dashboard any time anywhere.
NFR-6	<b>Scalability</b>	The dashboard is highly scalable. It can withstand any increase or decrease of loads.