

Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Project Domain	Cloud Application Development
Project Title	Customer Care Registry
Team ID	PNT2022TMID44404
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Functional Requirements:

Functional requirements are product features or functions that developers must implement to enable users to accomplish their tasks. So, it's important to make them clear both for the development team and the stakeholders. It specifies "what should the software system do?"

- It is mandatory
- Defined at a component level
- Usually easy to define
- Helps you verify the functionality of the software

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration with (email or number)	Registration through Signup form (customer)
FR-2	Forgot Password	Resetting the password by sending an OTP to user's mail (customer, agent, admin)
FR-3	Login(user)	Login through Login form (customer, agent, user)
FR-4	Agent creation (admin)	Create an agent profile with username, email and password
FR-5	Profile page (customer)	Show all the feedback raised by the customer
FR-6	Profile page(agent)	Show all the feedback assigned to the agent by admin
FR-7	Profile page (Admin)	Show all the feedback raised in the entire system
FR-8	feedback creation (customer)	Customer can raise new feedback with the detailed description of his/her query
FR-9	Assign agent (admin)	Assigning an agent for the created feedback
FR-10	feedback details (customer)	1.Showing the actual query, status, assigned agent details 2.Status of the feedback - OPEN, AGENT ASSIGNED, IN PROCESS, COMPLETE, CLOSED
FR-11	Address Column	Agent clarifies the doubts of the customer

Non-functional Requirements:

Non-Functional Requirements are the constraints or the requirements imposed on the system. They specify the quality attribute of the software. Non-Functional Requirements deal with issues like scalability, maintainability, performance, portability, security, reliability, and many more. Non-Functional Requirements address vital issues of quality for software systems. If NFRs not addressed properly, the results can include:

1. Users, clients, and developers are unsatisfied.
 2. Inconsistent software.
 3. Time and cost overrun to fix the software which was prepared without keeping NFRs in mind.
- A non-functional requirement defines the quality attribute of a software system
 - It places constraint on "How should the software system fulfil the functional requirements?"
 - It is not mandatory
 - Applied to system as a whole
 - Usually more difficult to define
 - Helps you verify the performance of the software

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Customers can use the application in almost all the web browsers. Application is with good looking and detailed UI, which makes it more friendly to use.
NFR-2	Security	Customers are asked to create an account for themselves using their email which is protected with an 8 character-long password, making it more secure.
NFR-3	Reliability	Customers can raise their queries and will be replied with a valid reply, as soon as possible, making the application even more reliable and trust-worthy.
NFR-4	Performance	Customers will have a smooth experience while using the application, as it is simple and is well optimised.
NFR-5	Availability	Application is available 24/7 as it is hosted on IBM Cloud
NFR-6	Scalability	In future, may be cross-platform mobile applications can be developed as the user base grows.
NFR-7	Environmental	It has clear environment and make user to feel good.