Project Design Phase-II
Functional Requirements

Date	14 November 2022
Team ID	PNT2022TMID29305
Project Name	Customer Care Registry

Functional Requirements:

✦ Defined at a component level

✦ Usually easy to define

✦ Helps you verify the functionality of the software

✦ A functional requirement defines a function of a system or its component, where a function is described as a specification of behaviour between inputs and outputs.

✦ It specifies "what should the software system do?"

✦ It is mandatory

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	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	User Login	Login through Login form (customer, agent, user)
FR-4	Agent creation (admin)	Create an agent profile with username, email and password
FR-5	Dashboard (customer)	Show all the tickets raised by the customer
FR-6	Dashboard (agent)	Show all the tickets assigned to the agent by admin
FR-7	Dashboard (Admin)	Show all the tickets raised in the entire system
FR-8	Ticket creation (customer)	Customer can raise a new ticket with the detailed description of his/her query
FR-9	Assign agent (admin)	Assigning an agent for the created ticket
FR-10	Ticket details (customer)	1. Showing the actual query, status, assigned agent details 2. Status of the ticket - OPEN, AGENT ASSIGNED, IN PROCESS, COMPLETE, CLOSED