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

Date	03October 2022
Team ID	PNT2022TMID42765
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
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	User login	Login through Email Login through Password
FR-4	Complaint Registration	User can create the complaint with a description of the problem they are facing.
FR-5	Resolving Problem	Each Customer can be assigned with an agent .Agent can resolve the complaint
FR-6	Customer Satisfaction	The user can view status of the complaint through Email. After resolving the problem notification will be send

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	This Application has been developed to help the customer in processing their complaints
NFR-2	**Security**	This application ensures the security and the integrity of data. This is done by providing a password login system for each authorized user
NFR-3	**Reliability**	The customer information and complaints are stored carefully. There is no risk and loss of data.
NFR-4	**Performance**	An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.
NFR-5	**Availability**	The system is available all the time, no time constraint and the user can login it from anywhere.
NFR-6	**Scalability**	Each user will be assigned with an agent the complaints will be rectified easily so it is highly

		scalable.