

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

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|---------------|------------------------|
| Date | 18 October 2022 |
| Team ID | PNT2022TMID02771 |
| Project Name | 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 via Google Login with Email id and Password |
| FR-4 | Raise Ticket | Description of the issues Contact information |
| FR-5 | Notifications | Updates on tickets through email and in-app |
| FR-6 | Interaction Room | A chatbox to have conversation 1 to 1 with the matched agent, send attachments, voice chat and live transcriptions |
| FR-7 | Feedback | Customer Feedback Form |

Non-functional Requirements:

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

| FR No. | Non-Functional Requirement | Description |
|--------|----------------------------|---|
| NFR-1 | Usability | A personalized Web App with intuitive UI for ease of access |
| NFR-2 | Security | Authentication of accounts and end to end Encryption |
| NFR-3 | Reliability | Reliable servers hosted on cloud and tested project |
| NFR-4 | Performance | Fast latency times, by load balancing and evenly distributing workloads across clusters |
| NFR-5 | Availability | 24/7 service |
| NFR-6 | Scalability | Agents scalability as per the number of customers. |