

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

Date	15/10/2022
Team ID	PNT2022TMID30039
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	Objective	The prime objective of customer service is to answer the customer question quickly and resolve issues with empathy and care.
FR-4	Documentation	Ensures that details on customer are all in one place and accessed easily without any complains.
FR-5	Authentication	Can be done through cards, retina scans, voice recognition and fingerprints.
FR-6	Authorization levels	Verifies that a customer is allowed to use the service and to do either of further requirements.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
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NFR-1	Usability	The system provides a help and support menu in all interfaces for the user to interact with the system.
NFR-2	Security	The system provides username and password to prevent the system from unauthorized access
NFR-3	Reliability	For measuring the probability that a system will maintain its standard performance for a specific period of time.
NFR-4	Performance	The system response time for every instruction conducted by the user must not exceed more than a minimum of 10 seconds.
NFR-5	Availability	The system should always be available for access at 24 hours,7 days in a week.
NFR-6	Scalability	Interface should be developed to make it easy to understand and required less training.