

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

Date	03 October 2022
Team ID	PNT2022TMID27825
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	<ul style="list-style-type: none">• Registration through Phone Number• Registration through Gmail• Registration through Google
FR-2	User Confirmation	<ul style="list-style-type: none">• Confirmation via Email• Confirmation via OTP
FR-3	User Login	<ul style="list-style-type: none">• Login via Google with Email id and Password• Login with phone number and password
FR-4	Admin Login	<ul style="list-style-type: none">• Login via Google with Email id and Password• Login with phone number and password
FR-5	Agent Login	<ul style="list-style-type: none">• Login via Google with Email id and Password• Login with phone number and password
FR-7	Chatbot	<ul style="list-style-type: none">• Description of the issues contact information which is to be handled by chatbot and agent assigned.

FR-8	E-mail	<ul style="list-style-type: none"> • Login alertness
FR-9	Feedback	<ul style="list-style-type: none"> • Customer feedback

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	<ul style="list-style-type: none"> • To provide the solution to the problem • Chatbots and the agents assigned should be able to respond to any general questions from customers regarding problems encountered, other services, etc. It quickly and effectively responds to client questions while being economical.
NFR-2	Security	<ul style="list-style-type: none"> • Tracking the login Authentication. • Keeping sensitive information out of email. • Well-trained support staff will constantly be looking for oddities and security issues.
NFR-3	Reliability	<ul style="list-style-type: none"> • Tracking of decade status through email. • Set up the right expectations. • Keep information flowing both ways.
NFR-4	Performance	<ul style="list-style-type: none"> • Effective development of web applications. • Understand customer needs. • Setting and communicating clear service standards. • To Delight the customers by exceeding their expectations • Analyze customer concerns and complaints.

NFR-5	Availability	<ul style="list-style-type: none"> • Ensuring 24×7 customer support availability • Consistent channel communication
NFR-6	Scalability	<ul style="list-style-type: none"> • Agents scalability as per the number of customers • Adding new customers • Covering additional time zones such as usage spreads outside the working hours, maintaining quality may demand support staff working additional hours.