**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| Date | 03 October 2022 |
| Team ID | PNT2022TMID23421 |
| Project Name | Project – Customer Care Registry |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | User Registration | Registration only through website |
| FR-2 | User Validation | Confirmation through Email via OTP |
| FR-3 | Ticket Registration | Query raised through website |
| FR-4 | Company Registration | Registration only through website |
| FR-5 | Company Validation | Confirmation through Email via OTP |
| FR-6 | Admin Validation | Authentication of admin via website |

**Non-functional Requirements:**

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

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| --- | --- | --- |
| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | Small-scale business gets a platform to manage their customer care registry, customers can raise their multiple queries in single platform. |
| NFR-2 | **Security** | Company and customers can register only after validating the OTP they get from email |
| NFR-3 | **Reliability** | Customers can track their ticket status in their dashboard |
| NFR-4 | **Performance** | Agent allocation and administration of tickets can boost the performance |
| NFR-5 | **Availability** | 24/7 availability |
| NFR-6 | **Scalability** | Can accept multiple small-scale businesses and diverse customer community’s |