

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

| | |
|---------------|------------------------|
| Date | 15 November 2022 |
| Team ID | PNT2022TMID53883 |
| 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 |
| FR-2 | User Login | Login through Form |
| FR-3 | User Dashboard | Customer's Dashboard |
| FR-4 | Agent Page | Agents Logged in Page with allocated customer problems |
| FR-5 | Admin Page | View customers Queries and allotting it to the agents |

Non-functional Requirements:

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

| FR No. | Non-Functional Requirement | Description |
|--------|----------------------------|--|
| NFR-1 | Usability | Users can access the application with a minimal spec Devices and no additional dependencies are required to access the application |
| NFR-2 | Security | The cloud vendor provides security to the deployed application |
| NFR-3 | Reliability | The User's credentials are protected by the secured database provided by the cloud vendor. So customers can trust the application. |
| NFR-4 | Performance | Since the application is deployed in the Docker container, Docker provides a smooth performance to the clients/customers. |
| NFR-5 | Availability | Since the application is deployed in cloud The cloud vendor provides the availability of the application |
| NFR-6 | Scalability | If the no of customers are increased, the application can be Scaled through the cloud vendor |