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

Date	03 October 2022
Team ID	PNT2022TMID06760
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
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	User Login	Login via Registered Email and Password Login via Registered Username and Password
FR-4	User Forgot Password	Reset password via registered phone number Reset password via registered email
FR-5	User Ticket Registration	Register the complaint through form available in dashboard
FR-6	User Complaint Status	Users can view the status of the complaint under the status menu
FR-7	Agent Details	Users can view the details of the agent under the agent menu
FR-8	Solution Details	Users can view the details of the solution under the solution page
FR-9	User feedback	User can give their feedback under the feedback section

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	Users with fundamental knowledge of English can easily use the application
NFR-2	**Security**	All the personal details of the user are stored in a secure manner. Unauthorized persons cannot access the user details.
NFR-3	**Reliability**	Hundreds of users can access the application without any interruption.
NFR-4	**Performance**	The application can give the best result even though a lower network bandwidth.
NFR-5	**Availability**	Users can use the application 24/7 and the user's complaint history is permanently available in the dashboard.
NFR-6	**Scalability**	The website traffic limit must be scalable enough to support 1,00,000 users at a time