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

Date	19 October 2022
Team ID	PNT2022TMID20101
Project Name	Project - Customer Care Registry
Maximum Marks	4 Marks

Team members:

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Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Admin/Agent Registration	Registration through Gmail.
FR-2	Admin/Agent Confirmation	Confirmation via Email.
FR-3	Customer Query	Access through Email, Chatbot from targeted websites.
FR-4	Customer Confirmation	Confirmation through Ticket ID in Email.
FR-5	Database	Storing the object model.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	User Friendly, Easily Accessible.
NFR-2	**Security**	IBM Digital Security Certificate(SSL) for Database.
NFR-3	**Reliability**	Providing Quality Content.

NFR-4	**Performance**	Quick Access, Flexible, and Responsive
NFR-5	**Availability**	24/7 Support
NFR-6	**Scalability**	Good performance for large Customers and workload