CUSTOMER CARE REGISTRY

PROJECT DESIGN PHASE – 02

FUNCTIONAL REQUIREMENT

TEAM ID	PNT2022TMID02958
PROJECT NAME	Customer Care Registry

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 Registration through LinkedIn Register with valid mobile number
FR-2	User Confirmation	Confirmation via EmailConfirmation via OTP Two step verification for new device login.
FR-3	Agent Registration	Registration through Form Registration through Gmail Registration through LinkedIn Register with valid mobile number
FR-4	Agent Confirmation	Confirmation via EmailConfirmation via OTP Two step verification for new device login.
FR-5	Admin	Admin have both user details and agent detail. Admin maintain agent allotment to the user based on problem's category.

NON-FUNCTIONAL REQUIREMENTS:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	To provide optimal usability for our proposed solution wehave mainly concentrated on easier navigation throughout our website. For user, they can easily login with their credentials and also they can register by themselves either with unique valid email id or with theirmobile number if they don't have any prior account.
		After good navigation we have concentrated on visual clarity and developed web application which looks pleasant and simple thus making easier accessible to anyaged person. For the first time users, Guide tour will alsobe available in order to provide better user satisfaction.
		Also, made our web application flexible to all type of

		devices such as android, mac and desktops.
NFR-2	**Security**	Before any user trying to login their account to any new device ,verification code will be sent either to their registered email id or to their registered mobile number. Only after entering their code, they will be allowed to login. That code will also made expire within particular time limit. Also notification will be sent for each and everyuser activity. Thus everyone will have a secured account and also their details will be maintained securely in the admin side.
NFR-3	**Reliability**	Since we had split the agents into categories, system's response time for each and every individual will be lesser.Thus making our web application more reliable.
NFR-4	**Performance**	In order to bring best performance, we have concentratedon overload of user requests. To minimize the overloads and to minimize the system's response time we have created more agents service. Agents will be separated andcategorized according to the user's needs. For example to resolve product missing category some agents will be assigned and to resolve damaged products category someagents will be assigned. so every individual user will be allotted with individual agents.
NFR-5	**Availability**	Customer care registry will be made available even in theweekends and our agents will also be allotted at anytimeto any individual user. User can interact with their respective agents 24*7 by following proper user-agent guidelines.
NFR-6	**Scalability**	With respect to increase in user's requests ,allotment willbe increased. Data storage will increase accordingly. Rescaling is always adaptable.