# Project Design Phase-II

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

| Team ID | PNT2022TMID04476 |
|---|---|
| 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) |
|---|---|---|
| 1. | User Registration | Registration through Form <br> Registration through Gmail <br> Register with valid mobile number |
| 2. | User Confirmation | Confirmation via Email <br> Confirmation via OTP <br> Two step verification for new device login. |
| 3. | Agent Registration | Registration through Form <br> Registration through Gmail <br> Register with valid mobile number |
| 4. | Agent Confirmation | Confirmation via Email <br> Confirmation via OTP <br> Two step verification for new device login. |
| 5. | Admin | Admin have both user details and agent detail. <br> Admin maintain agent allotment to the user based on problem's category. |

**Non-functional Requirements:**

| FR No. | Non-Functional Requirement | Description |
|---|---|---|
| 1. | **Usability** | We have primarily focused on making our website easy to navigate in order to deliver the best usability for our suggested solution. Users may quickly log in using existing credentials, and if they don't already have an account, they can also register on their own by providing a unique, valid email address or a mobile number. Following effective navigation, we focused on visual clarity and created a web application that looks nice and is straightforward, making it easier for any elderly person to utilise. In order to improve user happiness, a Guide tour will |

| | | also be offered to first-time visitors. Additionally, we made our online application adaptable to all kinds of platforms, including Mac, Android, and desktops. |
|---|---|---|
| 2. | **Security** | Verification codes are given to registered email addresses and cellphone numbers prior to every user attempting to log into their account on a new device. They will only be able to log in after inputting their code. Also made to expire within a set time frame is that code. Additionally, each and every notice users' actions. Therefore, everyone will have a protected account, and their information will be kept securely on the admin side. |
| 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. |
| 4. | **Performance** | We have focused on the overwhelming number of user requests in order to deliver the greatest performance. We have added more agents to the service to reduce overloads and speed up system response. Agents will be divided and classed in accordance with the requirements of the user. For instance, some agents will be assigned to handle the missing product category and some agents would be assigned to handle the damaged product category. Consequently, individual agents will be assigned to each unique user. |
| 5. | **Availability** | Customer care registry will be made available even in the weekends and our agents will also be allotted at anytime to any individual user. User can interact with their respective agents 24*7 by following proper user-agent guidelines. |
| 6. | **Scalability** | The allocation will be increased in response to an increase in user requests. This will result in more data storage. Rescaling can always be modified. |