

**PROJECT DESIGN PHASE - II**  
(Functional Requirements)

Date	17th October 2022
Team ID	PNT2022TMID18613
Project Name	Customer Care Registry
Maximum Marks	4 Marks

**Functional Requirements :**

Following are the functional requirements of the proposed solution.

<b>FR No.</b>	<b>Functional Requirement (Epic)</b>	<b>Sub Requirement (Story / Sub-Task)</b>
FR-1	<b>Customer Registration</b>	It can be done on the signup page.
FR-2	<b>Agent Registration</b>	It can be done by the Admin.
FR-3	<b>Complaint Post</b>	It can be done by the customer in the Post a complaint page.
FR-4	<b>Assign agent</b>	Admin can assign an agent to the complaint in the dashboard.
FR-5	<b>Alert Customer via Email</b>	Using Sendgrid API, mail can be sent out to the customers.

## Non Functional Requirements:

FR No.	Non Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
NFR-1	<b>Usability</b>	To solve customer complaints with ease
NFR-2	<b>Security</b>	Authentication and security of data
NFR-3	<b>Reliability</b>	Easy resolving complaints with Email notification
NFR-4	<b>Performance</b>	Effective development of web application with good response time
NFR-5	<b>Availability</b>	Accessible 24*7
NFR-6	<b>Scalability</b>	Agent scalability with number of customers