Project Design Phase-II

Solution Requirements (Functional & Non-functional)

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| Date | 16 October 2022 |
| Team ID | PNT2022TMID28350 |
| Project Name | Project - Customer Care Registry |
| Maximum Marks | 4 Marks |

# Functional Requirements:

Following are the functional requirements of the proposed solution.

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| **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. |
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# Non-functional Requirements:

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

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| **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 |