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

| Date | 26 October 2022 |
|---|---|
| Team ID | PNT2022TMID14874 |
| 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) |
|---|---|---|
| FR-1 | User Registration | Registration through Form<br>Registration through Gmail<br>Registration through LinkedIN<br>Registration with valid mobile number |
| FR-2 | User Confirmation | Confirmation via Email<br>Confirmation via OTP<br>Two step verification |
| FR-3 | Agent Registration | Registration through Form<br>Registration through Gmail<br>Registration through LinkedIN<br>Registration with valid mobile number |
| FR-4 | Agent Confirmation | Confirmation via Email<br>Confirmation via OTP<br>Two step verification |
| FR-5 | Admin | Admin has both the user details and agent details. Admin will track the work assigned to the agent and also maintains the agent allotment to the user based on customer's complaints. |

**Non-functional Requirements:**

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

| FR No. | Non-Functional Requirement | Description |
|---|---|---|
| NFR-1 | **Usability** | To provide best optimal usability for our problem statement we have mainly focussed on easier approach for the user. The user can easily login with their credentials and also they can register by themselves with a valid email id or with their mobile number and they can raise the complaint with the description of the problem they are facing. Also we made our application flexible to all type of devices. |
| NFR-2 | **Security** | Before any user trying to login their account to any new device , verification code will be sent either to the user's registered email id or to their registered mobile number. Once they enter the code they will be directed to the login page. The verification code |

| | | will be valid only for a particular time limit so that the user's account will maintained securely in the admins side. |
|---|---|---|
| NFR-3 | **Reliability** | The agents will be split according to the customer's complaints and making the system's response time for each and every individual to be less thus making the web application more reliable. |
| NFR-4 | **Performance** | To minimize the system's response time we've created more agents service. Agents will be separated and categorized according to the user's need. Every individual user will be allotted with individual agents. |
| NFR-5 | **Availability** | Our application will be made available to the user in all weekdays and weekends i.e., our agents will be available 24/7 and users can interact with agents by using proper guidelines. |
| NFR-6 | **Scalability** | If the users requests increases, allotment to the agents will also be increased. |