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

Date	17 October 2022
Team ID	PNT2022TMID29808
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 Registration through Gmail Registration through LinkedIN
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	User login	Login with Email ID and Password
FR-4	Dashboard	To view the Agent's profile, tracking the status.
FR-5	Chatbot	Add the problem information

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Provides a efficient solution. Easy to use for customers.
NFR-2	Security	It is a very secured app so it cannot be accessed by unauthorized person.
NFR-3	Reliability	Tracks the status of the ticket.
NFR-4	Performance	Customers can rate companies with a high customer experience score (i.e. 10/10).
NFR-5	Availability	This ensures that all of its User and agent related data is available to the end-users at any time of the day, whenever and wherever required.
NFR-6	Scalability	24/7 customer support means customers can get help and find answers to questions as soon as they come up—24/7 and in real-time.