

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

Date	05 October 2022
Team ID	PNT2022TMID51925
Project Name	Project - Customer Care Registry
Maximum Marks	4 Marks

Functional Requirements:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through Signup form (user, agent, admin)
FR-2	Forgot Password	Resetting the password by sending an OTP to user's mail (user, agent, admin)
FR-3	User Login	Login through Login form (admin, agent, user)
FR-4	Tickets creation	Raising a query using tickets
FR-5	Assign agents	Assigning an agent for each ticket raised by the customers (by admin). Also, letting the customers know the same by sending them an email using SendGrid.
FR-4	Ticket status	Showing the status of the ticket - OPEN, AGENT ASSIGNED, IN PROCESS, COMPLETE, CLOSED
FR-6	Ticket details	Showing the particulars of a ticket - Query, raised date, status
FR-7	All tickets	Showing all the tickets raised by the customer

Non-functional Requirements:

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Customers can use the application in almost all the web browsers. Application is with good looking and detailed UI, which makes it more friendly to use.
NFR-2	Security	Customers are asked to create an account for themselves using their email which is protected with an 8 character-long password, making it more secure.
NFR-3	Reliability	Customers can raise their queries and will be replied with a valid reply, as soon as possible, making the application even more reliable and trust-worthy.
NFR-4	Performance	Customers will have a smooth experience while using the application, as it is simple and is well optimised.
NFR-5	Availability	Application is available 24/7 as it is hosted on IBM Cloud
NFR-6	Scalability	In future, may be cross-platform mobile applications can be developed as the user base grows.