**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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

**Functional Requirements:**

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| **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:**

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| **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. |