**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:**

* A functional requirement defines a function of a system or its component, where a function is described as a specification of behaviour between inputs and outputs.
* It specifies “what should the software system do?”
* It is mandatory
* Defined at a component level
* Usually easy to define
* Helps you verify the functionality of the software

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | User Registration | Registration through Signup form (customer, agent, admin) |
| FR-2 | Forgot Password | Resetting the password by sending an OTP to user’s mail (customer, agent, admin) |
| FR-3 | User Login | Login through Login form (customer, agent, user) |
| FR-4 | Dashboard (customer) | Show all the tickets raised by the customer |
| FR-5 | Dashboard (agent) | Show all the tickets assigned to the agent by admin |
| FR-6 | Dashboard (Admin) | Show all the tickets raised in the entire system |
| FR-7 | Ticket creation (customer) | Customer can raise a new ticket with the detailed description of his/her query |
| FR-8 | Assign agent (admin) | Assigning an agent for the created ticket |
| FR-9 | Ticket details (customer) | 1. Showing the actual query, status, assigned agent  details  2. Status of the ticket - OPEN, AGENT ASSIGNED,  IN PROCESS, COMPLETE, CLOSED |
| FR-10 | Address Column | Agent clarifies the doubts of the customer |

**Non-functional Requirements:**

* A non-functional requirement defines the quality attribute of a software system
* It places constraint on “How should the software system fulfil the functional requirements?"
* It is not mandatory
* Applied to system as a whole
* Usually more difficult to define
* Helps you verify the performance of the software

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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. |