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

Date	03 October 2022
Team ID	
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 using registered username & password
FR-4	User -Ticket Raising	Raise ticket to submit problems to admin Raise using username State problem
FR-5	User-Confirmation of ticket raising	Confirmation via Email Confirmation via OTP
FR-6	Admin login	Login using registered username & password
FR-7	Admin - Problems solved from customers through tickets.	View Raised ticket Assign the ticket to available agents
FR-8	Agent- login	Login using registered username & password
FR-9	Agent -Issue solving	View the Assigned task from agent Solve the problem Contacting customers
FR-10	User -unraise the ticket	Remove the ticket after solving the problem by the agents.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	straightforward to use by as many people as possible, whether this is end-users of a website, or administrators and content editors working with a back-end system.
NFR-2	**Security**	Secure login using username and password Securely users can submit their issues by raising tickets.
NFR-3	**Reliability**	Confirmation message will be sent immediately
NFR-4	**Performance**	High performance from login to Solving raised ticket from user side.
NFR-5	**Availability**	Easily available.
NFR-6	**Scalability**	Scalability is high