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

Date	03 October 2022
Team ID	PNT2022TMID38924
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	customer Registration	Registration through Form
FR-2	customer Interaction	Interact through the customer care
FR-3	Buying Products	Through the customer care Recommendation
FR-4	Track Products	Ask the customer care to Track my Orders
FR-5	Return Products	Through the customer care
FR_6	New Items	Recommended from customer care

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	Using Android or IOS or windows applications.
NFR-2	**Security**	The user data is stored securely in IBM cloud.
NFR-3	**Reliability**	The Quality of the services are trusted.
NFR-4	**Performance**	Its Provide smooth user experience.
NFR-5	**Availability**	The services are available for 24/7.
NFR-6	**Scalability**	Its easy to scalable size of users and products.