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

Date	05 October 2022
Team ID	PNT2022TMID34671
Project Name	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
FR-2	User Login	Login through Form
FR-3	User Dashboard	Customer's Dashboard
FR-4	Agent Page	Agents Logged in Page with allocated customer problems
FR-5	Admin Page	View customers Queries and alloting it to the agents

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Users can access the application with a minimal spec Devices and no additional dependencies a re required to access the aplication
NFR-2	Security	The cloud vendor provides security to the deployed application
NFR-3	Reliability	The User'a credentials are protected by the secured database provided by the cloud vendor.So customers can trust the application.
NFR-4	Performance	Since the application is deployed in the Docker container,Docker provides a smooth performance to the clients/customers.
NFR-5	Availability	Since the application is deployed in cloud The cloud vendor provides the availability of the application
NFR-6	Scalability	If the no of customers are increased,the application can be Scaled through the cloud vendor