

**PROJECT DESIGN PHASE – II**  
**SOLUTION REQUIRED**  
**(FUNCTION & NON – FUNCTIONAL)**

Date	11 October 2022
Term ID	PN72022MID42506
Project name	Customer Care Registry

**FUNCTION REQUIREMENTS:**

FR NO.	FUNCTION REQUIREMENTS (EPIC)	SUB REQUIREMENTS (STORY/SUB-TASK)
FR-1	User Registration	Registration done by the customer through website or our application form.
FR-2	User confirmation	Email alert to the customer by the admin to know their assigned agent.
FR-3	User description	After the login,they can create the complaint with a description of the problem they are facing.
FR-4	User satisfaction	Their assigned agent solved their customer problem.
FR-5	User website	The customer can view their status of the complaint.

**NON-FUNCTIONAL REQUIREMENTS:**

FR NO.	NON-FUNCTION REQUIREMENT	DESCRIPTION
NFR-1	Usability	<ul style="list-style-type: none"> <li>➤ An user friendly and simple customer support application.</li> <li>➤ User can easily booking their tickets and their complaints can be also easily solved.</li> </ul>

NFR-2	Security	<ul style="list-style-type: none"> <li>➤ Secure customer support application.</li> <li>➤ User can create an account with their unique username and password.</li> </ul>
NFR-3	Reliability	<ul style="list-style-type: none"> <li>➤ Defect free.</li> <li>➤ The website load time is not more than second for users.</li> </ul>
NFR-4	Performance	<ul style="list-style-type: none"> <li>➤ Fast and quick response from their customer agent.</li> <li>➤ Easy to access with any local devices.</li> </ul>
NFR-5	Availability	<ul style="list-style-type: none"> <li>➤ Anytime anywhere available web application almost can found in all popular search engines like google, etc...</li> <li>➤ User are requested to have good internet connection.</li> </ul>
NFR-6	Scalability	<ul style="list-style-type: none"> <li>➤ More than one of many users can access use this customer support application.</li> <li>➤ Reduced traffic in case of multiple user interaction .</li> </ul>