

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

Date	05 October 2022
Team ID	PNT2022TMID31596
Project Name	Project - Customer Care Registry
Maximum Marks	4 Marks

Functional Requirements:

- A functional requirement establishes the behaviour between inputs and outputs that characterises a system's or a component's function.
- What should the software system do is specified.
- Defined at a component level
- Usually easy to define
- Helps you verify the functionality of the software

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through Signup form (customer)
FR-2	Forgot Password	Changing the password by emailing the user an OTP (customer, agent, admin)
FR-3	User Login	Login through Login form (customer, agent, user)
FR-4	Agent creation (admin)	With a username, email address, and password, create an agent profile
FR-5	Dashboard (customer)	Show all the tickets raised by the customer
FR-6	Dashboard (agent)	Show all the tickets assigned to the agent by admin
FR-7	Dashboard (Admin)	Show all the tickets raised in the entire system
FR-8	Ticket creation (customer)	The customer can open a new ticket and describe their issue in detail.
FR-9	Assign agent (admin)	Assigning an agent for the created ticket
FR-10	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-11	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

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.