**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| --- | --- |
| Date | 04 November 2022 |
| Team ID | PNT2022TMID34443 |
| Project Name | Customer Care Registry |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

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| --- | --- | --- |
| **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.

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| --- | --- | --- |
| **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 |