

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

Date	20 October 2022
Team ID	PNT2022TMID45009
Project Name	Project -Customer Care Registry
Maximum Marks	4 Marks

**Functional Requirements:**

- A functional requirement defines a function of a system or its component, where a function is described as a specification of behaviour between inputs and outputs.
- It specifies “what should the software system do?”
- It is mandatory
- 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	Resetting the password by sending an OTP to user's mail (customer, agent, admin)
FR-3	User Login	Login through Login form (customer, agent, user)
FR-4	Agent creation (admin)	Create an agent profile with username, email and password
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)	Customer can raise a new ticket with the detailed description of his/her query
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

<b>FR No.</b>	<b>Non-Functional Requirement</b>	<b>Description</b>
NFR-1	<b>Usability</b>	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	<b>Security</b>	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	<b>Reliability</b>	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	<b>Performance</b>	Customers will have a smooth experience while using the application, as it is simple and is well optimised.
NFR-5	<b>Availability</b>	Application is available 24/7 as it is hosted on IBM Cloud
NFR-6	<b>Scalability</b>	In future, may be cross-platform mobile applications can be developed as the user base grows.