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

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|---|---|
| Team ID | PNT2022TMID45006 |
| Project Name | Project -Customer Care Registry |
| Maximum Marks | 4Marks |

**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<br>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. |