

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

Date	03October 2022
Team ID	PNT2022TMID50320
Project Name	Project – Customer care registry
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through Form Registration through Gmail Registration through LinkedIN
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	Defining problem	Type what is the problem.
FR-4	Allocating agents	According to the problem agent will be allocated.
FR-5	Analysing problem	Problem and its requirements are analysed by the agents.
FR-6	Tracking problem solution	Track what is the condition of the problem solution through credentials.
FR-7	Solving problem	Agents solve the problem and inform to user through mail.
FR-8	Customer feedback	User can send feedback through credentials.

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The error rate of users submitting their problem details at the ticket mustn't exceed 10 percent.
NFR-2	Security	Assures All the data inside the system or in the part will be protected against the malware attack or unauthorized access.

NFR-3	Reliability	The system must perform without failure in 95 percent of use cases during a month.
NFR-4	Performance	The landing page supporting 3,000 users per hour must provide 5 second or less response time in a Chrome desktop browser, including the rendering of text and images.
NFR-5	Availability	This must be available to US users 99.98 percent of the time every month during business hours IST.
NFR-6	Scalability	The system must be scalable enough to support 1,00,000 visits at the same time while maintaining optimal performance.