

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
FR-3	Role of Customer	Customer will enter their problem in UI screen
FR-4	Role of Admin	After receiving the problem from the customer the admin assigns the task to the agent.
FR-5	Role of Agent	Agent will be notified after the task is assigned . Provide the solution as soon as possible. Saves the solution so that it can be used for the similar problem.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The Customer have many issue and don't have idea of how to solve the issue on their own . In this case they need an external help so they can use this application to solve the issue
NFR-2	Security	Customer information will be held safe. The Registered user information will not be shared to any other user.
NFR-3	Reliability	The solution of the issue is recorded so that it can be used further if the same problem occurs there by making the system more reliable.
NFR-4	Performance	The Admin will respond as soon as possible to solve the issue so that waiting time of the customer to solve the issue is very less.
NFR-5	Availability	The application is user-friendly and easy to use so that every user can use it .Admin will provide the solution as soon as possible so that every user can understand the solution.
NFR-6	Scalability	The Agent will be assigned as soon as the issue is raised by the customer and the issue will be solved in lesser time.