CLOUD APPLICATION DEVELOPMENT

PROJECT DESIGN PHASE-2

Solution Requirements

(Functional & Non functional)

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| --- | --- |
| Team ID | PNT2022TMID45523 |
| Project Name | Customer Care Registry |
| Maxmimum Marks | 4 Marks |

**Functional Requirements :**

Following are the functional requirements of the proposed solution.

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| --- | --- | --- |
| FR No | Functional Requirements | Sub Requirement  (sub task) |
| FR-1 | User registration | Registration Form  Registration link  Registration gmail  Register valid mobile number |
| FR-2 | User confirmation | Confirmation via Email  Confirmation via OTP  Two step authentication security |
| FR-3 | Agent Login | Registration Form  Registration gmail  Register link,vaild moblile number |
| FR-4 | Agent confirmation | Confirmation mail  Via otp |
| FR-5 | Query Form | Description of the issues |

**Non- Functional Requirements**:

Following are the non- functional requirements of the proposed solution

|  |  |  |
| --- | --- | --- |
| FR no | Non functional | Description |
| NFR -1 | Usablity | To provide the solution to the problem for user they can register with unique vaild email id Also, made our web application flexible |
| NFR -2 | Reliability | Tracking of decade status to the Email.since we had split the agent into categories, system response time for each every individual will be lesser. |
| NFR -3 | performance | Effective Development web in order to bring best performance ,we have concerntrated on over the user request.so every individual user will be allotted with individual agents. |
| NFR -4 | scalability | Agents scalability as per the number of customers, with respect to increase in user request ,allotment will be increased, recalling is always adaptable |
| NFR -5 | security | Track of login verification way of authentication before any user trying to login their account to any new device ,only after entering their code they will be allowed to login verify code is also made expire within particular time limit |
| NFR -6 | Availability | 24 /7 service is available on the 24 hours per 7 days user can interact with their respective agents 24\*7 following proper user-agent guildelines |