

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

Date	15 October 2022
Team ID	PNT2022TMID38748
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 done by the customer through website or our application form.
FR-2	User Confirmation	➤ Confirmation via Email. ➤ Confirmation via OTP.
FR-3	User Login	➤ Login via Google and Email.
FR-4	Admin Login	➤ Login via Google and Email.
FR-5	Query Form	➤ Description of the issues in contact information.
FR-6	E-Mail	➤ To get email alert.
FR-7	Feedback	➤ To get customer feedback.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	➤ It is an user friendly and simple customer support application. To provide the solution to the customer queries.
NFR-2	Security	➤ Secured customer support application and 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	➤ The application can be even more reliable and trust-worthy.
NFR-4	Performance	➤ Easy to access with any devices. ➤ Effective development of web application.
NFR-5	Availability	➤ To provide the chatbot support as 24*7. ➤ Users are requested to have good internet connection.
NFR-6	Scalability	➤ To provide 24*7 Customer care support.