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

Date	05 October 2022
Team ID	**PNT2022TMID51925**
Project Name	Project - Customer Care Registry
Maximum Marks	4 Marks

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 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.