

Solution Requirements

Functional Requirements:

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	Trip and Fare Management	Add/View/Edit daily trips Assign bus to route Record fare collected per trip
FR-4	Employee Management	Add/view/edit employees (driver, conductor) Assign to trip/station Generate ID cards
FR-5	Complaint Handling	Submit complaint Track complaint status Resolve and notify
FR-6	Reporting and Dashboard	Revenue report Trip-wise summary Filter by bus, date, route

Solution Requirements

Non-functional Requirements:

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Interface should be intuitive and mobile-friendly for all user roles (Customer, Admin, CCE).
NFR-2	Security	All user data must be encrypted; role-based access control for admin/customer segregation.
NFR-3	Reliability	System should ensure 99.5% uptime and automatic error logging.
NFR-4	Performance	Load time must not exceed 2 seconds even under 1000 concurrent users.
NFR-5	Availability	Application should be available 24/7 with failover and backup support.
NFR-6	Scalability	Should be able to support new cities, buses, and user registrations without major architectural changes.