

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

Date	21 May 2023
Team ID	NM2023TMID16447
Project Name	Navigating The Complex World Of Auto Insurance: A Vehicle Cost Analysis For Better Decision Making

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 Confirmation via OTP
FR-3	User authentication	User id and password
FR-4	User verification	Verification via Email

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Website and Online Portals: Auto insurance companies should have intuitive and well-designed websites or online portals. This includes easy-to-understand navigation menus, clear labeling of options, and a responsive layout that works well on different devices (e.g., desktop, mobile). Users should be able to find information about coverage, policy details, claims processes, and contact information easily.
NFR-2	Security	Auto insurance companies should employ robust data protection measures to safeguard customer information. This includes using encryption techniques to protect data both in transit and at rest, implementing access controls to limit who can access sensitive data, and regularly monitoring and auditing data handling processes.
NFR-3	Reliability	A reliable insurer has a reputation for excellent customer service. They promptly respond to policyholder inquiries, provide clear information about coverage and claims processes, and handle

		claims efficiently. Online reviews and customer satisfaction ratings can help gauge an insurer's customer service performance.
NFR-4	Performance	The performance of an auto insurance company can be evaluated based on its financial stability. This includes factors such as the company's profitability, solvency, and ability to meet its financial obligations, including claim payouts.
NFR-5	Availability	Auto insurance is generally available in most countries, with each jurisdiction having its own regulations and requirements. However, the specific coverage options, costs, and insurers may vary from one region to another.
NFR-6	Scalability	Customer Service and Support With scalability, it is essential to maintain high-quality customer service and support. This involves having adequate staff, training, and systems in place to handle inquiries, policy changes, and claims-related communications promptly and efficiently.