**Functional Requirements:**

Functional requirements should include :

* Graphical user interface which the user interacts with.
* User can request for a service using a text box or a phone call which will be conceded to the operator.
* Provide accessibility to the android application through wifi or cellular network.
* Provide accessibility to the website through Network.
* Database that stores the information to be displayed to the operators.

**Non Functional Requirements:**

* The system will be able to be upgraded in future if need to be.
* The application will be available all the time on the google play to download.

**Functional Requirements:**

* User can request for any service using a text box or a phone call which will be conceded to the operator.
* Provide accessibility to the android application through Wi-Fi or cellular network.
* A database that will store the information about the users and agents (only to admins) to be displayed to the operators.

**Non-Functional Requirements:**

* A friendly Graphical User Interface.
* An upgradable system, in future if needed.
* Availability of android application on Google Play Store, in case user switches android.