**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| **Date** | **25 june 2025** |
| **Team ID** | **LTVIP2025TMID37165** |
| **Project Name** | **Citizen AI – Intelligent Citizen Engagement Platform.** |
| **Maximum Marks** | **4 Marks** |

**Functional Requirements:**

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| **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 | Citizen Query Interface | Voice Query Input |
|  |  | Text Query Input |
|  |  | Multi-language Support |
| FR-4 | AI-Powered Response Generation | Real-time Answer Generation |
|  |  | Contextual Follow-up Support |
|  |  | Summarized Responses |
| FR-5 | Government Services Integration | Access to Public Service Info |
|  |  | Automated Form Filling |
|  |  | Service Availability Checking |
| FR-6 | User Profile Management | Edit Profile |
|  |  | View Query History |
|  |  | Set Preferences (Language, Format) |
| FR-7 | Feedback and Support | Submit Feedback |
|  |  | Contact Support Team |
| FR-8 | Admin Dashboard | Monitor User Activity |
|  |  | View System Logs |
|  |  | Manage User Access |

**Non-functional Requirements:**

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| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | Usability | The interface should be intuitive and user-friendly for citizens of all ages. |
| NFR-2 | Security | All user data must be securely stored with encryption and access control. |
| NFR-3 | Reliability | The system must consistently operate as intended, with a 99.9% uptime target. |
| NFR-4 | Performance | The response time for AI replies should be under 2 seconds for 95% of queries. |
| NFR-5 | Availability | The system should be accessible 24/7 with minimal downtime. |