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

Date	11 May 2023
Team ID	NM2023TMID02778
Project Name	Identifying Airline Passenger Satisfaction Using Machine Learning

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Feedback Collection	Allow passengers to submit feedback about their flight experience Provide multiple channels for feedback submission, such as email, website, or mobile app
FR-2	User Feedback Analysis	Analyze feedback data to identify common themes and trends Categorize feedback into different types, such as positive, negative, or neutral
FR-3	Reporting	Generate reports based on feedback data to provide insights to the airline management team Allow users to filter feedback data by different criteria, such as date range or flight route
FR-4	Action Planning	Use feedback data to identify areas for improvement in the flight experience Create action plans to address issues highlighted in the feedback data
FR-5	Communication	Communicate with passengers about actions taken in response to their feedback Use feedback data to personalize communication with passengers and show that their feedback is valued Provide updates to passengers on progress made in improving the flight experience based on their feedback.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	The system should be user-friendly and easy to navigate for users with different levels of technical expertise. It should provide a seamless and intuitive user experience
NFR-2	**Security**	The system should be secure and protect user data, such as personal and payment information, from unauthorized access, modification, or theft. It should comply with industry-standard security protocols and regulations.
NFR-3	**Reliability**	The system should be dependable and function as intended without failure or interruption. It should be able to handle large volumes of user traffic and provide consistent and accurate results.
NFR-4	**Performance**	The system should be fast and responsive, with minimal latency and load times. It should be able to process user requests and transactions quickly and efficiently.
NFR-5	**Availability**	The system should be available to users at all times, with minimal downtime for maintenance or upgrades. It should provide robust backup and recovery mechanisms in case of system failures.
NFR-6	**Scalability**	The system should be able to scale up or down to accommodate changing user needs and business requirements. It should be able to handle increasing user traffic and data storage requirements without sacrificing performance or reliability.