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

Date	22 October 2022
Team ID	PNT2022TMID39526
Project Name	Project - Customer Care Registry
Maximum Marks	4 Marks

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 query	Ask through SMS Ask Via internet
FR-4	User problem	Product details Damaged products
FR-5	Problem solution	Replace the damaged product Fast delivery
FR-6	PProduct quality	Product must be of good quality No defects or damages

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	The product must be simple to use
NFR-2	**Security**	The user information must be encrypted
NFR-3	**Reliability**	organization to accomplish customers' concerns

NFR-4	**Performance**	The goal of customer relationship management is to track, visualise, analyse, and improve customer relationships
NFR-5	**Availability**	If a client wishes to use the service at the time we indicated it would be available
NFR-6	**Scalability**	Customers' expectations of you will vary as your startup expands, as will the number of demands they make of you.