# Project Design Phase-II

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

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| Date | 09/11/2022 |
| Team ID | PNT2022TMID43563 |
| Project Name | Project –Customer Care Registry |

## Functional Requirements:

Following are the functional requirement soft the proposed solution.

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement(Story/ Sub-Task)** |
| FR-1 | User Registration | Registration through Form Registration through Gmail |
| FR-2 | User Confirmation | Confirmation via Email Confirmation via OTP |
| FR-3 | Unique Password | Every User have individual password to access the application |
| FR-4 | User Request | For asking the queries about the service/products |
| FR-5 | Agent Response | Replying the customer queries and Solving them |

## Non-functional Requirements:

Following are the non-functional requirement soft the proposed solution.

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| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | Easily used by everyone, not complicated |
| NFR-2 | **Security** | High end security to users data |
| NFR-3 | **Reliability** | Increased reliability and measure portability |
| NFR-4 | **Performance** | Developed for better performance |
| NFR-5 | **Availability** | Available to anyone registered in the application, database for storage of data |
| NFR-6 | **Scalability** | Improved scalability |