

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

Date	03 October 2022
Team ID	PNT2022TMID18048
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)
1	User Registration	Registration through Form
2	User Confirmation	Confirmation via Email
3	User Login	Login via google with email and password
4	Admin Login	Login via google with email and password
5	Query Form	Description of issues or share screen shot
6	Feedback	Through the customer feedback page

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
1	Usability	To provide solution to their query
2	Security	Track Login authentication
3	Reliability	Tracking the status through the email
4	Performance	Great user interface through the web application
5	Availability	Always (Any day and any time)
6	Scalability	By the number of customers attended by agent

Team Members:

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