

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

Date	03 October 2022
Team ID	PNT2022TMID27076
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 Login	Login using email and OTP
FR-4	Admin Login	Login using email and OTP
FR-5	Query form	Description of the customers doubts
FR-6	Feedback	Customer's Feedback

**Non-functional Requirements:**

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

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	To provide solution to the customers query
NFR-2	<b>Security</b>	Track of login authentication
NFR-3	<b>Reliability</b>	Tracking of decade status through email
NFR-4	<b>Performance</b>	Effective development of Application
NFR-5	<b>Availability</b>	Availability 24/7
NFR-6	<b>Scalability</b>	Agents availability as per the count of the customers