**Project Design Phase – II**

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

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| --- | --- |
| Date | 3 October 2022 |
| Team ID | PNT2022TMID14584 |
| Project Name | Customer Care Registry |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

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| --- | --- | --- |
| **Fr NO** | **Functional Requirements(Epic)** | **Sub Requirements(Story/Sub-Task)** |
| FR-1. | User Registration | Registration through From  Registration through Gmail  Registration through Google |
| FR-2. | User Configuration | Confirmation via Email Confirmation via OTP |
| FR-3. | User Login | Login via Google Login with Email id and Password |
| FR-4. | Admin Login | Login via Google Login with Email id and Password |
| FR-5. | Query Form | Description of the issues Contact information |
| FR-6. | E-mail | Login alertness |
| FR-7. | Feedback | Customer feedback |

**Non-functional Requirements:**

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

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| --- | --- | --- |
| **Fr NO** | **Non-Functional Requirements(Epic)** | **Sub Requirements(Story/Sub-Task)** |
| NFR-1. | Usability | To provide the solution to the problem |
| NFR-2. | Security | Track of login authentication |
| NFR-3. | Reliability | Tracking of decade status through Email |
| NFR-4. | Performance | Effective Development of Web Application |
| NFR-5. | Availability | 24/7 service |
| NFR-6. | Scalability | Agents scalability as per the number of customers |