

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

<b>Date</b>	17 october 2022
<b>Team ID</b>	PNT2022TMID37533
<b>Project Name</b>	Customer Care Registry
<b>Maximum Marks</b>	4 Marks

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

<b>FR No.</b>	<b>Functional Requirement (Epic)</b>	<b>Sub Requirement (Story / Sub-Task)</b>
FR-1	User Registration	Registration through Form Registration through Gmail Registration through Google
FR-2	User Confirmation	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.

<b>FR No.</b>	<b>Non-Functional Requirement</b>	<b>Description</b>
NFR-1	<b>Usability</b>	To provide the solution to the problem
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 web application
NFR-5	<b>Availability</b>	24/7 service
NFR-6	<b>Scalability</b>	Agents scalability as per the number of customers