

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

Date	18 October 2022
Team ID	PNT2022TMID42197
Project Name	CUSTOMER CARE REGISTRY
Maximum Marks	4 Marks

Functional Requirements:

SN No	Functional Requirement	Description
1	User Registration	Registration through Form Registration through E-mail Registration through Google
2	User Confirmation	Confirmation via E-mail Confirmation via OTP
3	User Login	Login via Google Login with Email id and Password
4	Admin Login	Login via Google Login with Email id and Password
5	Query Form	Description of the issues Contact information
6	E-mail	Login alertness
7	Feedback	Customer feedback

Non-functional Requirements:

SN No	Non-Functional Requirement	Description
1	Usability	To provide the solution to the problem
2	Security	Track of login authentication
3	Reliability	Tracking of decade status through email
4	Performance	Effective development of web application
5	Availability	24/7 service
6	Scalability	Agents scalability as per the number of customers