

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

Date	24 October 2022
Team ID	PNT2022TMID00312
Project Name	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 Registration through Gmail Registration through LinkedIn
2.	User Confirmation	Confirmation via Email Confirmation via OTP
3.	User Login	Login via Google Login with Email id and Password
4.	Database	preserving the modelled item
5.	Query Form	Description of the issues Contact information
6.	E-mail	Login alertness

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	To offer a remedy for the issue, user friendly.
NFR-2	Security	Track of login authentication.
NFR-3	Reliability	Tracking the status of the decade via email.
NFR-4	Performance	Responsive and Adaptable.
NFR-5	Availability	24/7 Support.
NFR-6	Scalability	Agents scalability as per the number of customers.