# Project Design Phase II
## Solution Requirements
## ( Functional and Non - Functional requirements )

| Date | 15 - OCT - 2022 |
|---|---|
| Team ID | PNT2022TMID32174 |
| Project | Customer Care Registry |
| Maximum Marks | 4 marks |

| Team Members |
|---|
| Rahul |
| Gomathi |
| Vijayananthan |
| Vignesh |

# Functional Requirements

| FR No. | Functional Requirement (Epic) | Sub Requirement (Story / Sub-Task) |
|--------|-------------------------------|-------------------------------------|
| FR-1 | User Registration | Registration through Form<br>Registration through Gmail<br>Registration through LinkedIN<br>Registration through UserName and Password |
| FR-2 | User Confirmation | Confirmation via Email<br>Confirmation via OTP |
| FR-3 | User Login | Login via Google with Email Id or Username and password |
| FR-4 | Admin Login | Login via Google API or other social media API |
| FR-5 | Ticket Raising | Raise the ticket for the query! |
| FR-6 | Notifications | Mail sent to the E-mail account for the account login. |

# Non - Functional Requirements

| FR No. | Non-Functional Requirement | Description |
|--------|---------------------------|-------------|
| NFR-1 | Usability | To provide the solution to the raised Ticket or Query |
| NFR-2 | Security | Track and notify the login and authentication. |
| NFR-3 | Reliability | Tracking the status of the ticket and flags through mail |
| NFR-4 | Performance | Reliable to the asked query or raised Ticket |
| NFR-5 | Availability | 24x7 service |
| NFR-6 | Scalability | Agents scalability as per the number of tickets raised or the customers. |