

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

Date	22 October 2022
Team ID	PNT2022TMID38567
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)
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 issue 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.

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	To Provide a solution to Customer's Problem.
NFR-2	Security	Authentication using login ID and Password.
NFR-3	Reliability	Tracking Of Problem Ticket Status through E-Mail.
NFR-4	Performance	It Can be accessed on all devices with Browser Comatibility.

NFR-5	Availability	24/7 Services.
NFR-6	Scalability	Agents Scalability as per the number of customers.