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

Date	18 October 2022
Team ID	PNT2022TMID44302
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 LinkedIN
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.

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