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

Date	03 October 2022
Team ID	PNT2022TMID53249
Project Name	Project – 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 via email id and password
FR-4	Customer Query	Access through email and chatbot from chosen website.
FR-5	Database	Preserving the modelled item
FR-6	Feedback	Customer's Feedback
FR-7	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 provide solution to the problem
NFR-2	**Security**	Track of login authentication
NFR-3	**Reliability**	Tracking the status of the decade via mail
NFR-4	**Performance**	Responsive and Adaptable
NFR-5	**Availability**	24/7 service
NFR-6	**Scalability**	Scalability of agents according to consumer volume