

**Project Design Phase-II**  
**Solution Requirements**

Date	2 8 October 2022
Team ID	PNT2022TMID16185
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 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	<b>Usability</b>	To provide a solution to Customer's Problem.
NFR-2	<b>Security</b>	Authentication using login ID and Password.
NFR-3	<b>Reliability</b>	Tracking of problem Ticket Status through E-mail.
NFR-4	<b>Performance</b>	It can be accessed on all devices with Browser compatibility.
NFR-5	<b>Availability</b>	24/7 service.
NFR-6	<b>Scalability</b>	Agents scalability as per the number of customers.