

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

Date	22 October 2022
Team ID	PNT2022TMID01257
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	Customer Query	Access through email and chatbot from the chosen website
FR-4	Database	preserving the modelled item
FR-5	Feedback	Customer's Feedback
FR-6	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 offer a remedy for the issue, user friendly.
NFR-2	Security	Logging and authentication history
NFR-3	Reliability	Tracking the status of the decade via email
NFR-4	Performance	responsive and adaptable
NFR-5	Availability	24/7 Support
NFR-6	Scalability	Scalability of agents according to consumer volume