

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

Date	03 October 2022
Team ID	PNT2022TMID02641
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
FR-2	User Confirmation	Confirmation via Email. Confirmation via OTP.
FR-3	User Login	Login via google with Email ID and password.
FR-4	Admin Login	Login via google with Email ID and password.
FR-5	Agent Login	Login via google with Email ID and password.
FR-6	User Request	Description of the queries.
FR-7	Agent Replay	Solving the customers queries.

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Easily used by everyone, to provide a solution to a problem and our web application is flexible for all type of devices
NFR-2	Security	High end security to track of login authentication.
NFR-3	Reliability	Increased reliability and measure portability.
NFR-4	Performance	Every user is allotted a individual agent by the admin, effective development of web application.
NFR-5	Availability	User can interact with their respective agents 24*7 by following proper user-agent guidelines.
NFR-6	Scalability	Increase in user's request results in increase in allotment of agent therefore data storage also increases.