**PROJECT DESIGN PHASE ll**

**SOLUTION AND REQUIRMENTS (FUNCTIONAL)**

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| **Date** | **14 October 2022** |
| **Team ID** | **PNT2022TMID30039** |
| **Project Name** | **Project - Customer Care Registry** |
| **Maximum Marks** | **4 Marks** |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | Admin/Agent Registration | Registration through Gmail. |
| FR-2 | Admin/Agent Confirmation | Confirmation via Email. |
| FR-3 | Customer Query | Access through Email, Chatbot from targeted websites. |
| FR-4 | Customer Confirmation | Confirmation through Ticket ID in Email. |
| FR-5 | Database | Storing the object model. |
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