

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

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| Date | 12 October 2022 |
| Team ID | PNT2022TMID16785 |
| 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) |
|-------|------------------------------|--|
| 1 | User Registration | Registration through Form Registration through Gmail Registration through Google |
| 2 | User Confirmation | Confirmation via Email Confirmation via OTP |
| 3 | User Login | Login via Google Login with Email id and Password |
| 4 | Admin Login | Login via Google Login with Email id and Password |
| 5 | Query Form | Description of the issues Contact information |
| 6 | E-mail | Login alertness |
| 7 | Feedback | Customer feedback |

Non-functional Requirements:

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

| FR No | Non-Functional Requirement | Description |
|-------|----------------------------|---|
| 1 | Usability | To provide the solution to the problem |
| 2 | Security | Track of login authentication |
| 3 | Reliability | Tracking of decade status through email |
| 4 | Performance | Effective development of web application |
| 5 | Availability | 24/7 service |
| 6 | Scalability | Agents scalability as per the number of customers |