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

Batch ID	B2-2M4E
Team ID	PNT2022TMID22548
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	**Usability**	To provide the solution to the problem
NFR-2	**Security**	Track of login authentication
NFR-3	**Reliability**	Tracking of decade status through email
NFR-4	**Performance**	Effective development of web application
NFR-5	**Availability**	24/7 service
NFR-6	**Scalability**	Agents scalability as per the number of customers