

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

Date	15 October 2022
Team ID	PNT2022TMID10772
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 LinkedIn
2	User Confirmation	Confirmation via Email Confirmation via OTP
3	User Login	Login by Email ID and Password via Google
4	Admin Login	Login with Email ID and Password via Google
5	Query Login	Description of the issues contact information
6	E-mail	Login status
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 solution to the problems
2	Security	Login authentication can be tracked
3	Reliability	Decade status can be tracked via email
4	Performance	Effective deployment of web application
5	Availability	24/7 services
6	Scalability	Agents scalability depends on the number of customers