

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

Date	06 November 2022
Team ID	PNT2022TMID29270
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	Unique Password	Every User have individual password to access the application
FR-4	User Request	For asking the queries about the service/products
FR-5	Agent Response	Replying the customer queries and Solving them

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 , not complicated
NFR-2	Security	High end security to users data
NFR-3	Reliability	Increased reliability and measure Portability
NFR-4	Performance	Developed for better performance
NFR-5	Availability	Available to anyone registered in the application, database for storage of data
NFR-6	Scalability	Improved scalability