**PROJECT DESIGN PHASE - II**

(Functional Requirements)

| Date | 17th October 2022 |
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| Team ID | PNT2022TMID18613 |
| 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 | **Customer Registration** | It can be done on the signup page. |
| FR-2 | **Agent Registration** | It can be done by the Admin. |
| FR-3 | **Complaint Post** | It can be done by the customer in the Post a complaint page. |
| FR-4 | **Assign agent** | Admin can assign an agent to the complaint in the dashboard. |
| FR-5 | **Alert Customer via Email** | Using Sendgrid API, mail can be sent out to the customers. |