Project Design Phase-II

Solution Requirements (Functional & Non-Functional)

Team ID	PNT2022TMID28442
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)
1	User Registration	Through Form, Gmail & Google
2	User Conformation	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