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

Team ID	PNT2022TMID13254
Project Name	Project – Customer Care Registry

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Installation	User can install the app from google play store, App store and from websites.
FR-2	User Registration	Registration through Form Registration through G-mail Registration through Mobile number.
FR-3	User Confirmation	Confirmation via Email Confirmation via OTP
FR-4	User Login	User should login the app with the User's name and password.
FR-5	User Information	User can include their preferred topics so that they Could be recommended by the application.
FR-6	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.