

Project Design phase-II

Solution Requirements(Functional & Non-functional)

Date	05 November 2022
Team ID	PNT2022TMID41651
Project Name	Customer Care Registry
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR NO	Functional Requirements(Epic)	Sub Requirements(Story/Sub-Task)
1	User Registration	Registration through from Registration through Gmail Registration through Google
2	User confirmation	Confirmation via Email Conformation 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	Feed back	Customer feed back

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

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