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

Date	15 October 2022
Team ID	PNT2022TMID49581
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	User Registration	Registration through Form
FR-2	User Confirmation	Confirmation via Email
FR-3	User Login	Login through Form
FR-4	Admin Login	Login with Email and password
FR-5	Users Complaint	Enter the complaints in the complaint form
FR-6	Assign Agent	Assign individual agents for every user
FR-7	Complaint status	Status of the complaint send via e-mail

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	User can easily interact with the website
NFR-2	**Security**	The information given by the user will be secure
NFR-3	**Reliability**	The system will allow the user to contact the agent if the user didn't get the satisfied solution.
NFR-4	**Performance**	The user interface page will be loaded within few seconds
NFR-5	**Availability**	New module deployment must not impact front page and main page.
NFR-6	**Scalability**	The website traffic limit must be scalable.