**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| **Date** | 17 October 2022 |
| **Team ID** | PNT2022TMID46479 |
| **Project Name** | Customer Care Registry |
| **Maximum Marks** | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | User Registration | Registration through Form  Registration through Gmail  Registration through Google |
| FR-2 | User Confirmation | Confirmation via Email Confirmation via OTP |
| FR-3 | User Login | Login via Google Login with Email id and Password |
| FR-4 | Admin Login | Login via Google Login with Email id and Password |
| FR-5 | Query Form | Description of the issues Contact information |
| FR-6 | E-mail | Login alertness |
| FR-7 | Feedback | Customer feedback |

**Non-functional Requirements:**

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

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| **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 |