

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

Date	17 October 2022
Team ID	PNT2022TMID48949
Project Name	Project – 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 Registration through Gmail Registration through Google
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	User Login	Login via Google with Email id and Password
FR-4	Admin Login	Login via Google 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.

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	To provide the solution to the problem
NFR-2	Security	Tracking the 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