

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

Date: 26 October 2022
Team ID: PNT2022TMID33777
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 Registration through Gmail
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	User Login	Login via Google with Email Id or Username and password
FR-4	Admin Login	Login with google API or other social media API
FR-5	User Ticket Raising	Raise the ticket with detailed description for query
FR-6	Notification	Notification Via Email to user
FR-7	Feedback Customer	Feedback through the application

Non-functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	To provide the solution to the raised Ticket or Query flexible to all devices (android, mac)
NFR-2	Security	Ensure valid user by admin. Track and authenticate the user and admin via login
NFR-3	Reliability	The user can track their queries enhance reliability of an application
NFR-4	Performance	Well optimized and simple application to use and provide faster service
NFR-5	Availability	The service available at any time (24x7)
NFR-6	Scalability	No performance issue while increasing the user queries