

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

<b>Date:</b> 26 October 2022
<b>Team ID:</b> PNT2022TMID33777
<b>Project Name:</b> Customer care Registry
<b>Maximum Marks:</b> 4 Marks

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

<b>FR No.</b>	<b>Functional Requirement</b> <b>Sub Requirement (Story / Sub-Task)</b> <b>(Epic)</b>
<b>FR-1</b>	User Registration Registration through Form Registration through Gmail
<b>FR-2</b>	User Confirmation Confirmation via Email Confirmation via OTP
<b>FR-3</b>	User Login Login via Google with Email Id or Username and password
<b>FR-4</b>	Admin Login Login with google API or other social media API
<b>FR-5</b>	User Ticket Raising Raise the ticket with detailed description for query
<b>FR-6</b>	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.

<b>NFR No.</b>	<b>Non-Functional Requirement Description</b>
NFR-1	<b>Usability</b> To provide the solution to the raised Ticket or Query flexible to all devices(android,mac)
NFR-2	<b>Security</b> Ensure valid user by admin.Track and authenticate the user and admin via login
NFR-3	<b>Reliability</b> The user can track their queries enhance reliability of an application
NFR-4	<b>Performance</b> well optimized and simple application to use and provide faster service

NFR-5 **Availability** The service available at any time (24x7)

NFR-6	<b>Scalability</b> No performance issue while increasing the user queries
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