

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

Date	03 October 2022
Team ID	PNT2022TMID53488
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 Registration through LinkedIn
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.

FR No.	Non-Functional Requirement	Description
FR-1	Usability	Quality of user's experience when interacting with product or systems.
FR-2	Security	Keeps track of login authentication.
FR-3	Reliability	Tracking of decade status through email
FR-4	Performance	Effective development of Web Application
FR-5	Availability	24/7 service
FR-6	Scalability	Agents scalability as per the number of customers