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

Date	22 October 2022
Team ID	PNT2022TMID49815
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 LinkedIN
FR-2	User Confirmation	Confirmation via Email
FR-3	Customer Query	Access through email and chatbot from the chosen website
FR-4	Database	preserving the modelled item
FR-5	Feedback	Customer's Feedback
FR-6	E-Mail	Login alertness

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	To offer a remedy for the issue, user friendly.
NFR-2	**Security**	Logging and authentication history
NFR-3	**Reliability**	Tracking the status of the decade via email
NFR-4	**Performance**	responsive and adaptable
NFR-5	**Availability**	24/7 Support
NFR-6	**Scalability**	Scalability of agents according to consumer volume