

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

Date	19.10.2022
Team ID	PNT2022TMID20299
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 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 form
FR-6	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 a solution to a problem
NFR-2	Security	Track of login authentication
NFR-3	Reliability	Tracking of decade through email
NFR-4	Performance	Effective development of web application
NFR-5	Availability	24/7 service
NFR-6	Scalability	Agent scalability as per the customers