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

Date	03 October 2022
Team ID	PNT2022TMID13838
Project Name	Customer Care Registry
Maximum Marks	4 marks

Functional Requirements:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through Form Registration through Gmail Registration through LinkedIN Registration through valid mobile number
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	Agent Registration	Registration through Form Registration through Gmail Registration through LinkedIN Registration through valid mobile number
FR-4	Agent Confirmation	Confirmation via Email Confirmation via OTP
FR-5	E-Mail	Login alertness
FR-6	Feedback	Customer Feedback

Non-functional Requirements:

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	It have to be better understanding for the customer to ask the queries and get response
NFR-2	**Security**	Using two - factor authentication for tracking the login authentication for the customer or Agent by sending OTP or Code to the respected E-Mail or Linked Mobile number
NFR-3	**Reliability**	Track the queries status through E-Mail faster
NFR-4	**Performance**	Since we have created more agent service the service response time will be shorten to a certain extent and make the server load faster
NFR-5	**Availability**	The customer service has available for 24/7 because the certain agent will have allotted time in the weekends also
NFR-6	**Scalability**	Will expect to increase by user requests