Project Design Phase - 2
Solution Requirement (Functional and Non - Functional)

Date	27 - 10 - 2022
Team ID	PNT2022TMID34848
Project Name	Customer Care Registry

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	This system is really used to clear the quires of the user. To solve the quires or problems admin assign a agent to the user. Agent will give the solution for the quires .
NFR-2	Security	When dealing with your customers, you should ask for only the information you need to serve them. Track of login authentication .
NFR-3	Reliability	The performance of the system would be really good. Providing effective support to the user. Problems will be recognized and solved as early as possible.

NFR-4	Performance	The performance mostly depends on fully problem solving skills and clear communication. Problems will be resolved quickly in a average resolution time.
NFR-5	Availability	System will provide consistent availability for customer support. The availability of the solution is effective and it should be helpful in the great way to the user for clear there problems. It provide 24/7 service.
NFR-6	Scalability	Customers get the insights they need to make an informed purchase. Customer satisfaction can increase and customer loyalty can improve.

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR NO.	FUNCTIONAL REQUIREMENTS (EPIC)	SUB REQUIREMENT (STORY/SUB-TASK)
FR-1	User Registration	Registration through Form Registration through Gmail Registration through Google
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