

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

Date	10 OCTOBER 2022
Team ID	PNT2022TMID10085
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)
1	User Registration	Registration through Form Registration through Gmail Id
2	User Confirmation	For agent, admin generates the login credentials and sent an email to agent.
3	User Login	Login with separate Email id and Password
4	Admin Login	Login with the sent, ID and Password.
5	Query Form	Description of the issues Contact information
6	E-mail	Login alertness
7	Feedback	Customer feedback

Non-functional Requirements:

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

FR No	Non-Functional Requirement	Description
1	Usability	To provide the solution to the problem
2	Security	Track of login authentication
3	Reliability	Tracking of decade status through email
4	Performance	Effective development of web application
5	Availability	24/7 service
6	Scalability	Agents scalability as per the number of customers