

Date	14 November 2022
Team ID	PNT2022TMIDI8844
Project Name	Project - Customer Care Registry
Maximum Marks	4 Marks

Project Design Phase-II

Solution Requirements

(Functional & Non- functional)

Functional Requirements:

- Following are the functional requirements of the proposed solution.

Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
User Registration	Registration through Form Registration through Gmail Registration through LinkedIn
User Confirmation	Confirmation via Email Confirmation via OTP
User Login	Login via Google with Email ID and Password
Admin Login	Login via Google with Email ID and Password
Query Form	Description of the issues contact form
Feedback	Customer Feedback

Non-functional Requirements:

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

Non-Functional Requirement	Description
Usability	To provide a solution to a problem
Security	Track of login authentication
Reliability	Tracking of decade through email
Performance	Effective development of web application
Availability	24/7 service
Scalability	Agent scalability as per the customers