

Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	03 October 2022
Team ID	PNT2022TMID29826
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)
1	User Registration	Registration through Form Registration through Gmail Registration through LinkedIn
2	User Confirmation	Confirmation via Email Confirmation via OTP
3	User login	Login via Google Login With Email id and Password
4	Admin Login	Login Via Google Login With Email 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	24/7service
6	Scalability	Agents scalability as per the number of customers