

PROJECT DESIGN PHASE II
FUNCTIONAL REQUIREMENT

TEAM ID	PNT2022TMID11405
PROJECT TITLE	CUSTOMER CARE REGISTRY

Function requirements:

Following are the functional requirements of the proposed solution.

SI NO	Functional Requirement(Epic)	Sub Requirements(story/sub-task)
1	User Registration	Registration through Form Registration through Gmail Registration through Google
2	User Confirmation	confirmation 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.

SI 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 off web application
5	Availability	24/7 service
6	Scalability	Agent scalability as per the number of customers