**PROJECT DESIGN PHASE II**

**FUNCTIONAL REQUIREMENT**

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| TEAM ID | PNT2022TMID11405 |
| PROJECT TITLE | CUSTOMER CARE REGISTRY |

**Function requirements:**

Following are the functional requirements of the proposed solution.

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| 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.

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| --- | --- | --- |
| 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 |