

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

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|---------------|----------------------------------|
| Date | 31 October 2022 |
| Team ID | PNT2022TMID43316 |
| 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) |
|--------|-------------------------------|--|
| FR-1 | User Registration | Registration through Form Registration through Gmail Registration through Google |
| FR-2 | User Confirmation | Confirmation via Email Confirmation via OTP |
| FR-3 | User login | Login using Email and password |
| FR-4 | Admin login | Login using Email and password |
| FR-5 | Query Form | Description of the issue Contact details |
| FR-6 | Feedback | Customer Feedback |

Non-functional Requirements:

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

| FR No. | Non-Functional Requirement | Description |
|--------|----------------------------|--|
| NFR-1 | Usability | User Friendly, providing solution to the posed problem, easy accessibility |
| NFR-2 | Security | Login authentication |
| NFR-3 | Reliability | Tracking the status of the query posted and providing quality solution |
| NFR-4 | Performance | Easy and quick access, responsive |
| NFR-5 | Availability | Available at all time |
| NFR-6 | Scalability | Scalability depends on the number of customers |