

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

<b>Date</b>	<b>03 October 2022</b>
<b>Team ID</b>	<b>PNT2022TMID48334</b>
<b>Project Name</b>	<b>Project - Customer Care Registry</b>
<b>Maximum Marks</b>	<b>4 Marks</b>

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

<b>FR No.</b>	<b>Functional Requirement (Epic)</b>	<b>Sub Requirement (Story / Sub-Task)</b>
<b>FR-1</b>	<b>User Registration</b>	Registration through Form Registration through G-mail Registration through Google
<b>FR-2</b>	<b>User Confirmation</b>	Confirmation via Email Confirmation via OTP
<b>FR-3</b>	<b>User Login</b>	Login via Google Login with Email id and Password
<b>FR-4</b>	<b>Admin Login</b>	Login via Google Login with Email id and Password
<b>FR-5</b>	<b>Query Form</b>	Description of the issues Contact information
<b>FR-6</b>	<b>E-mail</b>	Login alertness
<b>FR-7</b>	<b>Feedback</b>	Customer feedback

**Non-functional Requirements:**

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

<b>FR No.</b>	<b>Non-Functional Requirement</b>	<b>Description</b>
<b>NFR-1</b>	<b>Usability</b>	To provide the solution to the problem
<b>NFR-2</b>	<b>Security</b>	Track of login authentication
<b>NFR-3</b>	<b>Reliability</b>	Tracking of decade status through email
<b>NFR-4</b>	<b>Performance</b>	Effective development of web application
<b>NFR-5</b>	<b>Availability</b>	24/7 service
<b>NFR-6</b>	<b>Scalability</b>	Agents scalability as per the number of customers