Functional Requirements

Project Name	Customer Care Registry
College name	AVS College of Technology
Team ID	PNT2022TMID42135

Functional 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