

ProjectDesignPhase-II
SolutionRequirements(Functional&Non-functional)

Date	5october2022
TeamID	PNT2022TMID31808
ProjectName	Customer Care Registry
MaximumMarks	4Marks

FunctionalRequirements:

Followingarethefunctionalrequirements of the proposed solution.

FRNo.	FunctionalRequirement(Epic)	SubRequirement(Story/Sub-Task)
FR-1	UserRegistration	Registration through FormRegistration through GmailRegistrationthroughG oogle
FR-2	UserConfirmation	ConfirmationviaEmailConfirmationviaOTP
FR-3	UserLogin	LoginviaGoogleLoginwithEmailidandPassword
FR-4	AdminLogin	LoginviaGoogleLoginwithEmailidandPassword
FR-5	QueryForm	DescriptionoftheissuesContactinformation
FR-6	E-mail	Loginalertness
FR-7	Feedback	Customerfeedback

Non-functionalRequirements:

Followingarethennon-functionalrequirements of the proposed solution.

FRNo.	Non-FunctionalRequirement	Description
NFR-1	Usability	Toprovidethesolutiontotheproblem
NFR-2	Security	Trackofloginauthentication
NFR-3	Reliability	Trackingofdecadestatusthroughemail
NFR-4	Performance	Effectivedevelopmentofwebapplication
NFR-5	Availability	24/7service
NFR-6	Scalability	Agentsscalabilityasperthenumberofcustomers