

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

Date	03 October 2022
Team ID	PNT2022TMID46007
Project Name	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 LinkedIN
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	User Login	Log in via google Login with Email id and password
FR-4	Admin Login	Login via Google login with Email id and password
FR-5	Query Form	Description of the issue Contact information
FR-6	E-mail	login alertness
FR-7	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	Provide highly scalable solution
NFR-2	Security	track login authentication
NFR-3	Reliability	tracking of status
NFR-4	Performance	effective process
NFR-5	Availability	24/7 service
NFR-6	Scalability	Agent scalability as per the number of customers