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

Date	03 October 2022
Team ID	PNT2022TMID46946
Project Name	Customer Care Registry
Maximum Marks	4 Marks

Non-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	• They can register for an account.After the login,they can create the complaint with a description of the problem they are facing • Each user will be assigned • They can view the status of their complaint
FR-2	User Confirmation	• Messages are arrived from the admin • And it works any normally without any issue

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Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	• Identify approaches to measure of including soluion usability • Identify the charecteristics of an effective approach to solution usability
NFR-2	**Security**	• Security controls,facilities and standards from common enterprise-level
NFR-3	**Reliability**	• Reliability contributes to the long term success of a solution
NFR-4	**Performance**	• The reason of the success is good performance
NFR-5	**Availability**	• It is 24 hours available service
NFR-6	**Scalability**	• Scalable echnics for static ,dynamic content