

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

Date	15 Oct 2022
Team ID	IBM-47401-1662641101
Project Name	CUSTOMER CARE REGISTRY
Maximum Marks	4 marks

Functional Requirements:

S NO	Functional Requirement	Sub Requirement
1	User Registration	Registration through Form Registration through Gmail Registration through Google
2	User Confirmation	Confirmation via 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	Login alertness	Customer feedback

Non Functional Requirement

S 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 of web application
5	Availability	24/7 service
6	Scalability	Agents scalability as per the number of customers