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

Date	25 October 2022
Team ID	PNT2022TMID50578
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 Mobile number
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	User queries dashboard	Users posting their queries to solve their problems.
FR-4	Notification process	Notifying customer care staff that they received some queries from customers.
FR-5	Posting solutions	After finding the solution, giving that to the customers.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	Making sure that the customer care portal works fine and how it works.
NFR-2	**Security**	Checks for if there are any data leakage in the customer care registry.
NFR-3	**Reliability**	Checks for the reliability of customer care staff.
NFR-4	**Performance**	Checks for allocation of staff and how quickly the problem is being solved.
NFR-5	**Availability**	It is available for all the customers who use any service.
NFR-6	**Scalability**	It is maximum due to many customer can easily have their problem solved.