

PHASE -II

SOLUTION REQUIREMENTS

FUNCTIONAL AND NON FUNCTIONAL REQUIREMENTS

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|----------------------|-------------------------------|
| Date | 08 October 2022 |
| Team ID | PNT2022TMID52252 |
| Project Name | Customer Care Registry |
| Maximum Marks | 4 Marks |

FUNCTIONAL REQUIREMENTS

Following are the functional requirements of the proposed solution.

| FR 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 | Email | Login alertness |
| 7 | Feedback | Customer Feedback |

NON FUNCTIONAL REQUIREMENTS

Following are the non functional requirements of proposed system

| FR No. | Non Functional Requirements | 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 |