**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| --- | --- |
| Date | 03 October 2022 |
| Team ID | PNT2022TMID52282 |
| Project Name | Customer Care Registry |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

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| --- | --- | --- |
| 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 | * Login via Google with User name and password. * Login through Login form. |
| FR-4 | User query | * Ask through SMS, Chabot, Email etc….. * Ask via Internet |
| FR-5 | Admin Login | * Login via Google with User name and password. * Login through Login form. |
| FR-6 | Admin Confirmation | * Confirmation via Email * Confirmation via OTP * Confirmation via Two-step verification |
| FR-7 | Query form | * Share screenshot. |
| FR-8 | Database | * Preserving the items. |
| FR-9 | Problem Solution | * Replaced the damage one. * Fast delivery instead of slow delivery. |
| FR-10 | Product Quality | * Good Quality. * No damage products. |
| FR-11 | Feedback | * End-user feedback |

**Non-functional Requirements:**

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

|  |  |  |
| --- | --- | --- |
| FR No. | Non-Functional Requirement | Description |
| NFR-1 | **Usability** | * To offer a solution for the issues. * User friendly. |
| NFR-2 | **Security** | * Before any Unknown person trying to login their account, the notification will be send either to their registered email id or to their registered mobile number. * User information must be encrypted. |
| NFR-3 | **Reliability** | * Making our web application more reliable. |
| NFR-4 | **Performance** | * Simple and well optimized. * Browser compatibility. * Responsive and adaptable. |
| NFR-5 | **Availability** | * User can interact with their respective agents 24/7 by following proper user agent guideline. |
| NFR-6 | **Scalability** | * According to customer volume. * Increase user’s request * Data storage will increase. * Allotment will be increased. |

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