

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

Date	03 October 2022
Team ID	PNT2022TMID35699
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 LinkedIn
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	User Login	Login using email and Password
FR-4	Complaint registration	Registering complaint using the query form available in the dashboard
FR-5	Tracking Status	Fetching the status of query using unique id
FR-6	Notification Email	Receiving email from the executive

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The application must be easy to use
NFR-2	Security	Encryption standards must be used in database
NFR-3	Reliability	Queries must be regularly tracked
NFR-4	Performance	It must be a low-latency application
NFR-5	Availability	Must have multiple servers to avoid traffic
NFR-6	Scalability	The data traffic in the network must be predictable.