

Project Design Phase II

Solution Requirements

(Functional and Non - Functional requirements)

Date	30 - OCT - 2022
Team ID	PNT2022TMID24627
Project	Customer Care Registry
Maximum Marks	4 marks

Team Members
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FUNCTIONAL Requirements

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through Form Registration through Gmail Registration through LinkedIn Registration through UserName and Password
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	User Login	Login via Google with Email Id or Username and password
FR-4	Admin Login	Login via Google API or other social media API
FR-5	Ticket Raising	Raise the ticket for the query!
FR-6	Notifications	Mail sent to the E-mail account for the account login.

NON-FUNCTIONAL Requirements

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	To provide the solution to the raised Ticket or Query
NFR-2	Security	Track and notify the login and authentication.
NFR-3	Reliability	Tracking the status of the ticket and flags through mail
NFR-4	Performance	Reliable to the asked query or raised Ticket
NFR-5	Availability	24x7 service
NFR-6	Scalability	Agents scalability as per the number of tickets raised or the customers.