

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

Date	12 October 2022
Team ID	PNT2022TMID28812
Project Name	Project – 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)
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	E-mail	Login alertness
7	Feedback	Customer feedback

**Non-functional Requirements:**

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

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	To provide the solution to the problem
NFR-2	<b>Security</b>	Track of login authentication
NFR-3	<b>Reliability</b>	Tracking of decade status through email
NFR-4	<b>Performance</b>	Effective development of web application
NFR-5	<b>Availability</b>	24/7 service
NFR-6	<b>Scalability</b>	Agents scalability as per the number of customers