Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	15 October 2022
Team ID	PNT2022TMID37832
Project Name	Project – CUSTOMER CARE REGISTRY
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No	Functional Requirements(Epic)	Sub Requirement(Story/ Sub-Task)
1	User Registration	Registration through Google Forms Registration through websites Registration through Gmail Registration through Google
2	User Confirmation	Confirmation via Email with the help of (one time password) 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 details
6	E-mail	Login alertness via Email and via messages
7	Feedback	Customer feedback

Non-functional Requirements:

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

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