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

Date	11 October 2022
Team ID	PNT2022TMID47409
Project Name	Project – Customer care registry
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

S No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
1	User Registration	Registration through Form Registration through Gmail Registration through Linkedin.
2	User Confirmation	Confirmation via Email Confirmation via OTP.
3	User Login	Login via Google Login with Email Id and password.
4	Complaint Registration	Registration complaint using the query form available in the dashboard.
5	Tracking Status	Fetching the status of query using unique id.
6	E-mail	Receiving email from the executive.

Non-functional Requirements:

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

S No.	Non-Functional Requirement	Description
1	Usability	To provide the solution to the problem.
2	Security	Encryption standards must be used in database.
3	Reliability	Tracking of decade status through E-mail.
4	Performance	Effective development of web application.
5	Availability	24/7 customer service and multiple servers to avoid traffic.
6	Scalability	Agents scalability as per the number of customers.