

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

<b>Batch name</b>	<b>B3-3M5E</b>
<b>Project name</b>	<b>Customer Care Registry</b>
<b>Batch members</b>	<b>04</b>

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

<b>FR No.</b>	<b>Functional Requirement (Epic)</b>	<b>Sub Requirement (Story / Sub-Task)</b>
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 query	Ask through SMS Ask Via internet
FR-4	User problem	Product details Damaged products
FR-5	Problem solution	Replace the damaged product Fast delivery
FR-6	Product quality	Product must be of good quality No defects or damages

**Non-functional Requirements:**

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

<b>FR No.</b>	<b>Non-Functional Requirement</b>	<b>Description</b>
NFR-1	<b>Usability</b>	The product must be simple to use
NFR-2	<b>Security</b>	The user information must be encrypted
NFR-3	<b>Reliability</b>	organization to accomplish customers' concerns

NFR-4	<b>Performance</b>	The goal of customer relationship management is to track, visualise, analyse, and improve customer relationships
NFR-5	<b>Availability</b>	If a client wishes to use the service at the time we indicated it would be available
NFR-6	<b>Scalability</b>	Customers' expectations of you will vary as your startup expands, as will the number of demands they make of you.