Project Design Phase-II
Solution Requirements

Date	15 October 2022
Team ID	PNT2022TMIDO5042
Project Name	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)
FR-1	User Registration	Registration through Form. Registration through Gmail. Registration through Google.
FR-2	User Confirmation	Confirmation via Email. Confirmation via OTP.
FR-3	User Login	Login via Google Login With Email ID and Password.
FR-4	Admin Login	Login via Google Login With Email ID and Password.
FR-5	Query Form	Description of the issues Contact Information.
FR-6	E-mail	Login Alertness.
FR-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	**Usability**	To provide a solution to Customer's Problem.
NFR-2	**Security**	Authentication using login ID and Password.
NFR-3	**Reliability**	Tracking of problem Ticket Status through E-mail.
NFR-4	**Performance**	It can be accessed on all devices with Browser compatibility.
NFR-5	**Availability**	24/7 service.
NFR-6	**Scalability**	Agents scalability as per the number of customers.