

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

Date	26 October 2022
Team ID	PNT2022TMID07931
Project Name	Cloud Application Development- 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 a Google account
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	User Login	Can log in through Google login with an E-mail ID and password
FR-4	Admin Login	Can log in through Google login with an E-mail ID and password
FR-5	Query table	A detailed description of an issue with the contact information
FR-6	Feedback	Customer's thoughts about the service

**Non-functional Requirements:**

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

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	Provides a solution to the problem
NFR-2	<b>Security</b>	E-mail alert while login to your account
NFR-3	<b>Reliability</b>	Tracking the status of the ticket
NFR-4	<b>Performance</b>	User-friendly and very responsive development of web application
NFR-5	<b>Availability</b>	Any-time service (24/7 service)
NFR-6	<b>Scalability</b>	Well knowledge and trained agents