

### Functional Requirements:

Customer Complaint Registry consists of the following functionalities and proposed solutions

FR No	Functional Requirement(Epic)	Sub Requirement(Story/ Sub-Task)
1	User Registration	Registration via Google Forms Registration via Gmail Registration via Google
2	User Confirmation	Confirmation via Email Confirmation via OTP
3	User Login (mobile-end)	Login via Google Authenticator via Email id and Password
4	Admin Login	Login via Google Login with Email id and Password
5	Query Form (complaint registration)	Description of the issues Contact information
6	Mail System (backend)	Login alertness and session validator
7	Feedback	Surveys and Ratings

### Non-functional Requirements:

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

FR No	Non-Functional Requirement	Description
1	Usability	User-friendly platform
2	Security	IBM Cloud authentication and OTP Verification
3	Reliability	Tracking of current and previous queries and status through email
4	Performance	Micro-service based application
5	Availability	24/7 service and reliability
6	Scalability	Agents scalability as per the number of customers