

# CUSTOMER CARE REGISTRY

**SOLUTION REQUIREMENT**



## TEAM DETAILS:

**Team No :** PNT2022TMID21736

**College Name :** SRM Valliammai Engineering College

**Department :** Electronics and Communication Engineering

## TEAM MEMBERS :

- GUGASHRI.T
- CHARLET PRISCILLA.A
- DURGA PRIYA.S.M
- HARINI.I



## PROJECT DESIGN PHASE –II

### SOLUTION REQUIREMENT

DATE	16 October 2022
TEAM ID	PNT2022TMID21736
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)		
1	User Registration	Registration through Form Registration through Gmail Registration through Google
2	User Confirmation	Confirmation via Email Confirmation via OTP
3	User Login	Login via Google Login with Email id and Password
4	Admin Login	Login via Google Login with Email id and Password
5	Query Form	Description of the issues Contact information
6	E-mail	Login alertness

7	Feedback	Customer feedback
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Solution Requirements 4

Non-functional Requirements:

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

FR No Non-Functional Requirement Description		
1 Usability To provide the solution to the problem		
2	Security	Track of login authentication
3	Reliability	Tracking of decade status through email
4	Performance	Effective development of web application

5	Availability	24/7 service
6	Scalability	Agents scalability as per the number of customers

## Solution Requirements



**Thank you** 