

# **CUSTOMER CARE REGISTRY**

**SOLUTION REQUIREMENT**

## TEAM DETAILS:

**Team No** : PNT2022TMID10753  
**College Name** : IFET College Of Engineering  
**Department** : Electronics&Communication Engineering

## MEMBERS :

- ☐ LAVANYA B
- ☐ LAVANYAKUMARI R
- ☐ GAYATHRI S
- ☐ NARMATHA T
- ☐ NISHANDHINI S



**Non-functional Requirements:**  
The non-functional requirements of the proposed solution.

FR No	Non-Functional Requirement	Description
1	Usability	Provide correct solution to the problem
2	Security	Tracking of login authentication
3	Reliability	Tracking of status through email
4	Performance	Development of web application
5	Availability	24/7 services are available
6	Scalability	Agents scalability is based on the number of customers

**Solution Requirements**

**Functional Requirements:**

The functional requirements of the proposed solution.

FR No	Functional Requirement(Epic)	Sub Requirement(Story/ Sub-Task)
1	User Registration	Registration through Gmail Registration through Form Registration through Google
2	User Confirmation	Confirmation using Email Confirmation using OTP
3	User Login	Login through Google Login with the use of Email id and Password
4	Admin Login	Login via Google Login using Email id and Password
5	Query Form	Any issues Contact information
6	E-mail	Login alertness

# THANK YOU

