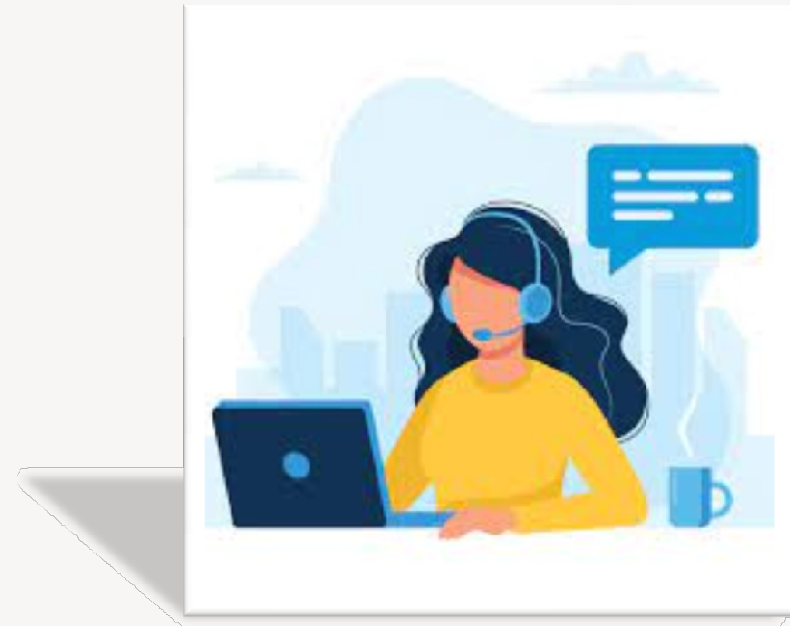


CUSTOMER CARE REGISTRY

SOLUTION REQUIREMENT



TEAM DETAILS:

Team No : PNT2022TMID10757
College Name : IFET Collage Of Engineering
Department : Electronics & Communication Engineering

PROBLEM MEMBERS :

- ☐ MANGAYARKARASI S
- ☐ ARUNADEVI S
- ☐ KAVYA M
- ☐ MARUTHAMBIGAI V



Solution Requirements

PROJECT DESIGN PHASE –II

SOLUTION REQUIREMENT

DATE	12 Nov 2022
TEAM ID	PNT2022TMID10757
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	4 Marks

Functional Requirements:

The following requirements are the functional requirements of the
proposed solution

FR No	Functional Requirement(Epic)	Sub Requirement(Story/ Sub-Task)
1	User Registration	Registration through Google Registration through Form Registration through Gmail
2	User Confirmation	Confirmation via OTP Confirmation via Email
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

Non-functional Requirements:

The following requirements 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

A decorative graphic on the left side of the slide consists of a cluster of hexagons in various colors: light blue, orange, grey, and dark blue. Some hexagons contain icons: a group of people silhouettes, a group of blue person icons, a stack of documents with charts, and a group of three stylized people icons. The text "Thank you" is positioned to the right of this graphic.

Thank you