CUSTOMER CARE REGISTRY

SOLUTION REQUIREMENTS

TEAM MEMBERS

K Logitha

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FUNCTIONAL REQUIREMENT

S. No	Functional requirements	Description
1	Guidelines	The steps for registration have been conveyed to customer through message or pdf files.
2	Registration Process	Registration is done by following ways: ➢ Google Forms ➢ Application ➢ Official links
3	Conformation Process	• OTP confirmation for verification • Confirmation of registration sends through emails and notification in the apps.
4	Account	Created account is login through the customer user id and password.
5	Documentation	The issues and the requirement of the customer is stated in their account and customer requested to submit their response for issue clearance.
6	Current status	Customer can follow their status of request through "Track flow" option in their account.
8	Feedback	For further queries and suggestions need to fill feedback form or convey through mails.

NON - FUNCTIONAL REQUIREMENT

S. No	Non-Functional requirements	Description
1	Security	Customer information is highly secured and comes under security policy.
2	Compatibility	Mutual response between the customer and the agent via phone calls and messages.
3	Usability	Guidelines and solution have been given in a simple manner.
4	Flexibility	Based on the severity of issues and the work load
5	Reliability	Updating the current status of issue through mail or notification in the apps.
6	Availability	Service available - 24/7.
7	Maintainability	Immediate response by the agent through email or calls and fix the problem within 24 hours.