CUSTOMER CARE REGISTRY

SOLUTION REQUIREMENT

TEAM DETAILS:

Team No	**:**	PNT2022TMID10774
College Name	**:**	IFET Collage Of Engineering
Department	**:**	Electronics and Commicaton ngineering

PROBLEM MEMBERS :

1. PREETHI R
2. RAMYA D
3. SATHIYAKALA S
4. SRI VARDHINI K

PROJECT DESIGN PHASE –II

SOLUTION REQUIREMENT

DATE	19 November 2022
TEAM ID	PNT2022TMID10774
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	4 Marks

Functional Requirements

Following are the functional requirements of the proposed

S.No.	Functional Requirements (Epic)	Sub-requirements(story/sub-task)
1.	Download fresh desk	software user or the customer have to download the Freshdesk software.
2.	Create account and sign in	Then the customer should create an account and the sign in to the account which was created.
3.	Choose preferable channel using fresh desk with chatbot	The user can directly talk to Chatbot regarding the services or the preferrable channel can be choose by the customer.
4.	Do service for customers and end	Once the above steps are done by the customer,the process is handover to the admin. They do service for thecustomer need.

Non-Functional Requirements
Following are the Non-Functional Requirementsof the proposed

S.No.	Non-Functional Requirements	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

THANK YOU