

CUSTOMER CARE REGISTRY

SOLUTION REQUIREMENT



TEAM DETAILS:

Team No : PNT2022TMID34324
College Name : CAPE INSITUTE OF TECHNOLOGY
Department : Electronics And Communication Engineering

PROBLEM MEMBERS :

- ☐ AKALYA.C
- ☐ ANUSHA.S
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- ☐ RASI BINU.R



PROJECT DESIGN PHASE –II

SOLUTION REQUIREMENT

DATE	03 October 2022
TEAM ID	PNT2022TMID34324
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

Solution Requirements

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

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

Thank you