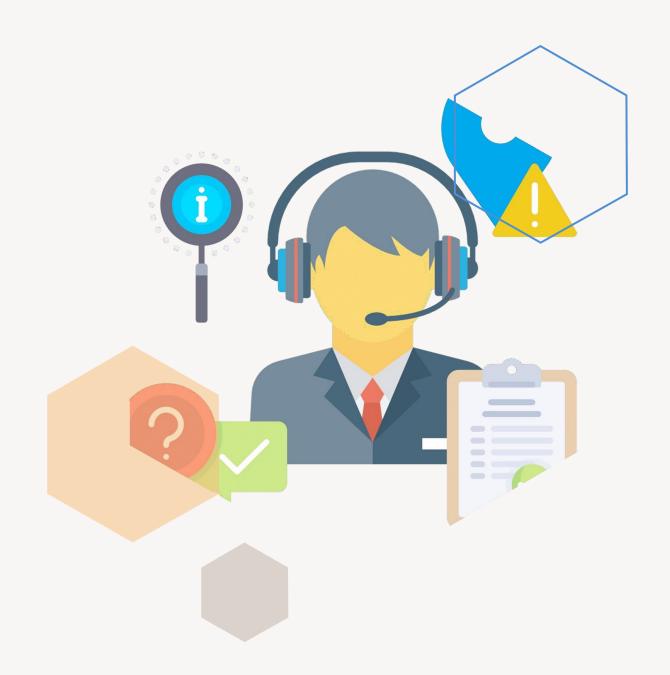
CUSTOMER CARE REGISTRY

SOLUTION REQUIREMENT



TEAM DETAILS:

Team No : PNT2022TMID34324

College Name : CAPE INSITUTE OF TECHNOLOGY

Department: Electronics And Communication Engineering

PROBLEM MEMBERS:

☐ AKALYA.C

☐ ANUSHA.S

☐ AROCKIA JERSHA THARSALI.T

☐ 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

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

