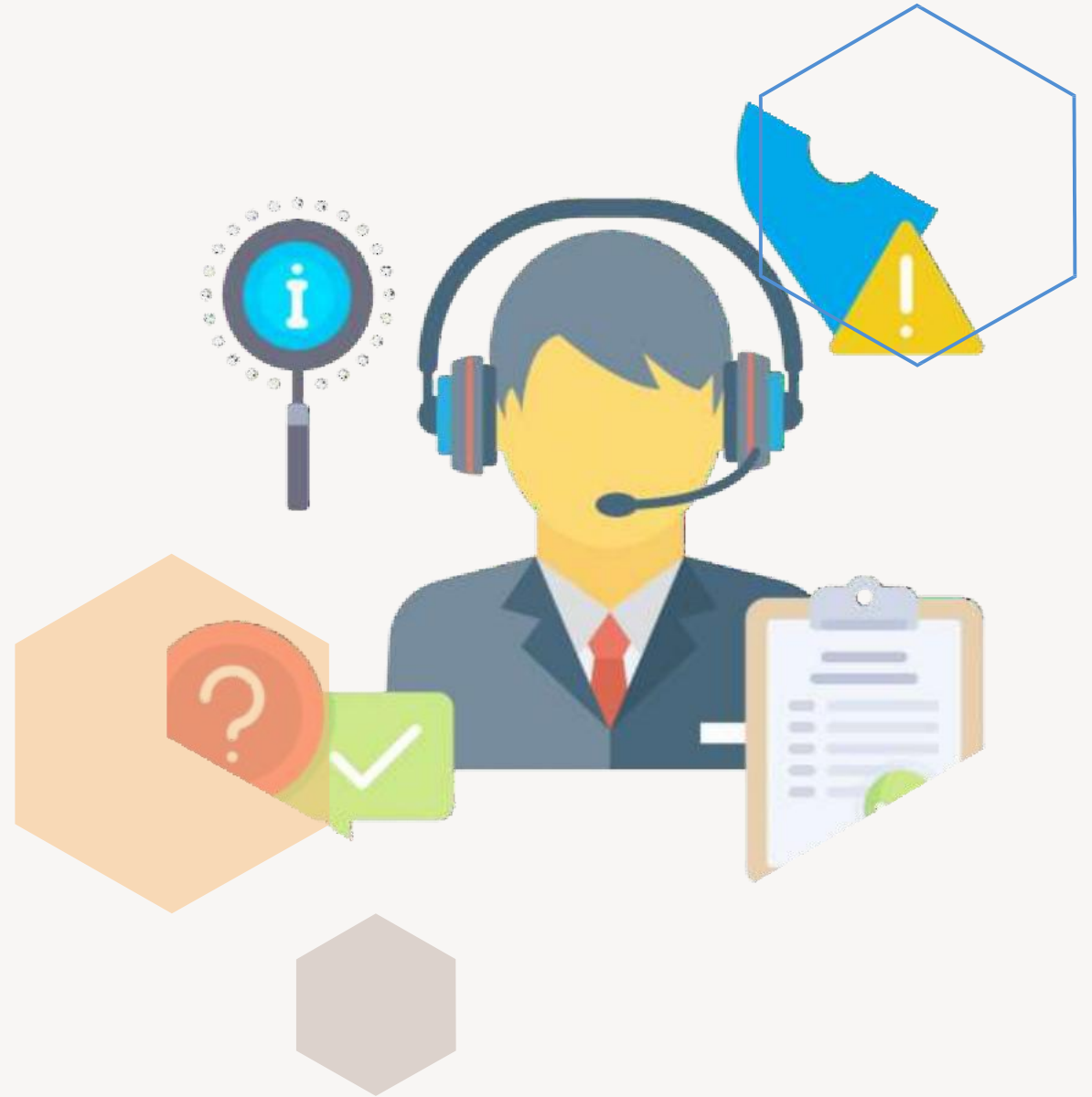# CUSTOMER CARE REGISTRY

Solution Requirements

TEAM DETAILS:
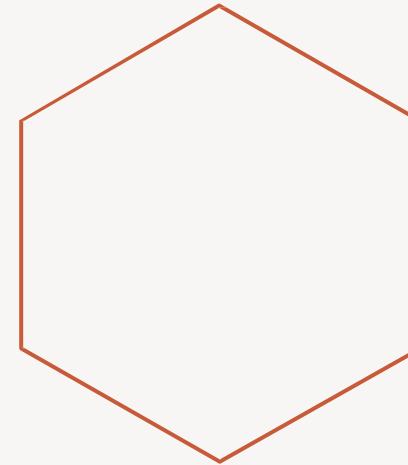
Team No   :   PNT2022TMID10772
College Name: IFET College of Engineering
Department: Electronics and Communication
                        Engineering

TEAM MEMBERS:

➢ PRASANNAKUMAR.M
➢ PRAVEEN.S
➢ PRADEEP.S
➢ PRAGADEESH.S

Solution Requirements

PROJECT PHASE DESIGN-II

SOLUTION REQUIREMENTS

DATE	20 October 2022
TEAM ID	PNT2022TMID10772
PROJECT NAME	Customer Care Registry
MAXIMUM MARKS	4 Marks

Solution Requirements

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 LinkedIN
2	User Confirmation	Confirmation via Email
		Confirmation via OTP
3	User Login	Login by Email ID and Password via Google
4	Admin Login	Login with Email ID and Password via Google
5	Query Login	Description of the issues contact information
6	E-mail	Login status
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 solution to the problems
2	Security	Login authentication can be tracked
3	Reliability	Decade status can be tracked via email
4	Performance	Effective deployment of web application
5	Availability	24/7 services
6	Scalability	Agents scalability depends on the number of customers

Solution Requirements

Thank you