

# CUSTOMER CARE REGISTRY

SOLUTION REQUIREMENT



# TEAM DETAILS:

Team ID : PNT2022TMID10731

College : IFET College of Engineering

Department : ECE

# MEMBERS:

- ✓ Aakash Raj A (Team Lead)
- ✓ Akash A (Member)
- ✓ Dhinesh M (Member)
- ✓ Hariprasath C (Member)



# PROJECT DESIGN PAHSE-II

## SOLUTION REQUIREMENT

DATE	13 NOVEMBER 2022
TEAM ID	PNT2022TMID10731
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

*Thank you*

