

CUSTOMER CARE REGISTRY

PROBLEM STATEMENT AND DEFINITIONS



TEAM DETAILS:

Team No : PNT2022TMID10732
College Name : IFET COLLEGE OF ENGINEERING
Department : ECE

PROBLEMERS:

- Abinash.R
- Devanathan.K
- Anbuselvan.R
- Ajithkumar.M



PROJECT DESIGN PHASE –II

SOLUTION REQUIREMENT

DATE		12 November 2022
TEAM ID		PNT2022TMID10732
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	Utilizing a Form for Registration signing up with Gmail Google's registration is required
2	User Confirmation	Email confirmation required. Reassurance via OTP.
3	User Login	Join with Google Login using your email address 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

THANK YOU