

CUSTOMER CARE REGISTRY



SOLUTION REQUIREMENTS

TEAM DETAILS

Team ID : PNT2022TMID10750

College : IFET college of engineering

Department : ECE

MEMBERS

- ✓ Blessed raj P
- ✓ Hariprasath G
- ✓ Anbarasu T
- ✓ Manikandan B



Function Requirements:

FR NO	Function Requirement(epic)	Sub Requirement(story/sub-Task)
1	User Registration	Registration through From 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 From	Description of the issues Contact information
6	E-mail	Login alertness
7	Feedback	Customer Feedback

Non-functional Requirements:

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