CUSTOMER CARE REGISTRY

SOLUTION REQUIREMENT

TEAM DETAILS:

      Team No   : PNT2022TMID10762
      College Name   : IFET College Of Engineering
      Department   : Electronics & Communication Engineering

PROBLEM MEMBERS:

- MOHANRAJ S
- MOHAMED FAIZAL M.S
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- GIRIDHARAN G

PROJECT DESIGN PHASE – II

SOLUTION REQUIREMENT

DATE	7 OCTOBER 2022
TEAM ID	PNT2022TMID10762
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	4 MARKS

Functional Requirements

Following are the functional requirements of the proposed solution.

S.NO	Functional Requirement	Sub Requirement
1.	User Registration	Registration through Form Registration through Gmail Registration through Google
2.	User Confirmation	Confirmation via Email and via OTP
3.	User Login	Login via Google with Email id and Password
4.	Admin Login	Login via Google with Email id and Password.
5.	Query Form	Issues to solve.
6.	E-mail	To alert the user about login
7.	Feedback	To get feedback from Customer

Non-Functional Requirements

Following are the Non-functional requirements of the proposed solution.

S.NO	Non-Functional Requirement	Descryption
1.	Usability	To offer a remedy for the issue
2.	Security	Logging and authentication history
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