

IBM PROJECT



CUSTOMER CARE REGISTRY

Solution Requirements



AGENDA

- Introduction
- Team Details
- Solution Requirements
- Userstories
- Conclusion

INTRODUCTION

An online comprehensive Customer Care Solution is to manage their customer interaction and complaints with the Service Providers over phone or through messages and e-mail. The system should have capability to integrate with any Service Provider from any domain or industry like Banking, Telecom, Insurance, etc.



TEAM DETAILS

Team No: PNT2022TMID02887

College Name: SRI KRISHNA COLLEGE OF
ENGINEERING AND TECHNOLOGY

Department: INFORAMTION TECHNOLOGY



TEAM MEMBERS:

DEENA THAYALAN S

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PROJECT DESIGN PHASE 2

[SOLUTION REQUIREMENTS]

DATE	04.10.2022
TEAM ID	PNT2022TMID02887
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	4marks

FUNCTIONAL REQUIREMENTS:



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:

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