l **CUSTOMER CARE** **REGISTRY**



**FUNCTIONAL REQUIREMENT**

**TEAM DETAILS:**

**Team No :** PNT2022TMID37600

**College Name :** Smk Fomra Institute of Technology

**Department :** Computer Science & Engineering

**TEAM MEMBERS :**

D.Lokeshreddy Ch.Santhosh reddy K.Krishna Kishore E.m Anjunath Goud

**PROJECT DESIGN PHASE –II**

|  |  |
| --- | --- |
| DATE | 10 October 2022 |
|  |  |
| TEAM ID | PNT2022TMID37600 |
|  |  |
| PROJECT NAME | CUSTOMER CARE REGISTRY |
|  |  |
|  |  |
|  |  |
| Maximum Marks | 4 Marks |
|  |  |
|  |  |
|  |  |

**SOLUTION REQUIREMENT**

**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

|  |  |  |
| --- | --- | --- |
|  | Query Form | Description of the issues Contact information |
| 5 |
|  | E-mail | Login alertness |
| 6 |
|  | Feedback | Customer feedback |
| 7 |

**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 |  | 24/7 service |
| Availability |
|  |  |  |
| 6 | Scalability | Agents scalability as per the number of customers |

**Thank you**



