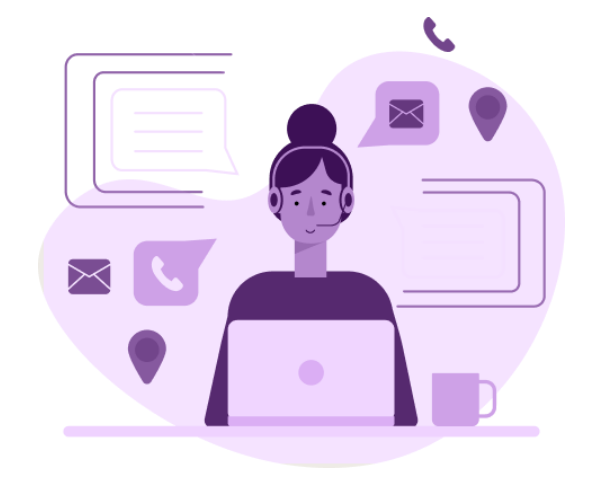
**CUSTOMER CARE REGISTRY**



**SOLUTION REQUIREMENT**

# TEAM DETAILS:



**Team No :** PNT2022TMID26814

**College Name :** Dhanalakshmi Srinivasan College of Engineering & Technology

**Department :** Computer Science & Engineering

# PROBLEM MEMBERS:

* SHARMILA D
* SEVVANTHI D
* SHOBANA M
* THATCHAYANI I
* NAVIN KUMAR

Solution Requirements 2

PROJECT DESIGN PHASE –II

SOLUTION REQUIREMENT

|  |  |
| --- | --- |
| **DATE** | **08 October 2022** |
| **TEAM ID** | PNT2022TMID26814 |
| **PROJECT NAME** | CUSTOMER CARE REGISTRY |
| **MAXIMUM MARKS** | 4 Marks |

Solution Requirements 3

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

Solution Requirements 4

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**