

CUSTOMER CARE REGISTRY

SOLUTION REQUIREMENT

TEAM DETAILS:

Team No : **PNT2022TMID21136**

College Name : Sri Shakthi Institute of Engineering and Technology

Department : Information Technology

PROJECT MEMBERS :

- AKILESWARAN G
- AJITH P
- DURAI MURUGAN R
- JEYANDRA M



PROJECT DESIGN PHASE –II

SOLUTION REQUIREMENT

DATE	10.10.2022
TEAM ID	PNT2022TMID21136
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	4 MARKS

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No	Functional Requirements(Epic)	Sub Requirement(Story/Sub Task)
01	User Registration	Registration through Form Registration through Gmail Registration through Google
02	User Confirmation	Confirmation via Email Confirmation via OTP
03	User Login	Login via Google Login with Email id and Password
04	Admin Login	Login via Google Login with Email id and Password
05	Query Form	Description of the issues Contact information
06	Email	Login alertness
07	Feedback	Customer feedback

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No	Non-Functional Requirements	Sub Requirement(Story/Sub Task)
01	Usability	To provide the solution to the proble
02	Security	Track of login authentication
03	Reliability	Tracking of decade status through email
04	Performance	Effective development of web application
05	Availability	24/7 service
06	Scalability	Agents scalability as per the number of customers

Thank
you