



Functional Requirements

Project Design Phase II



Team Details :

Project Name : Customer Care Registry

Team ID : PNT2022TMID43979

Team Lead : Aadharsh S M

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Department : Computer Science and Engineering

College : VSB College Of Engineering Technical Campus

Functional Requirements :

S.No	Requirements	Functions
1.	User Registration	Registration through Forms, email, website
2.	User Confirmation	Confirmation via Email, OTP from mobile number
3.	User Login	Login via User ID and Password or through Google account
4.	Admin Login	Login via Admin ID and Password
5.	Query or issue form	Issues described through message and their contact information like Email ID
6.	Email	For the confirmation of the correct login and verify it
7.	Feedback	User feedback collected through the forms

S.No	Requirements	Functions
8.	Security	To secure the login credentials of the user
9.	Usability	Providing the exact solution to the issue arised by the customer
10.	Availability	24/7 support will be provided
11.	Performance	Effective development of web application
12.	Reliability	Tracking of the status
13.	Scalability	Agents are assigned to the limited amount of customers
14.	Functionality	Ticket will be provided for each problem



Thank You