

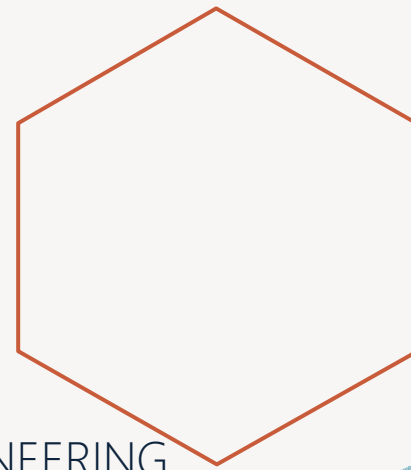
# CUSTOMER CARE REGISTRY

SOLUTION REQUIREMENT



## TEAM DETAILS:

**Team No** : PNT2022TMID10103  
**College Name** : HINDUSTHAN COLLEGE OF ENGINEERING  
AND TECHNOLOGY  
**Department** : ELECTRONICS AND COMMUNICATION ENGINEERING



## PROBLEM MEMBERS :

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- ☐ ABISHEIK KUMAR R
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- ☐ GOWTHAM





## PROJECT DESIGN PHASE –II

### SOLUTION REQUIREMENT

|               |                        |
|---------------|------------------------|
| DATE          | 04-11-2022             |
| TEAM ID       | PNT2022TMID10103       |
| PROJECT NAME  | CUSTOMER CARE REGISTRY |
| MAXIMUM MARKS | -----                  |

## 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<br>Registration through Gmail<br>Registration through Google |
| 2     | User Confirmation            | Confirmation via Email<br>Confirmation via OTP   |
| 3     | User Login                   | Login via Google Login with<br>Email id and Password                                   |
| 4     | Admin Login                  | Login via Google Login with<br>Email id and Password                                   |
| 5     | Query Form                   | Description of the issues Contact<br>information                                       |
| 6     | E-mail                       | Login alertness  |
| 7     | Feedback                     | Customer feedback  |

### 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**