

CUSTOMER CARE REGISTRY

SOLUTION REQUIREMENT



TEAM DETAILS:

Team No : PNT2022TMID10085
College Name : HINDUSTHAN COLLEGE OF ENGINEERING AND TECHNOLOGY
Department : Computer Science & Engineering

PROBLEM MEMBERS :

- ☐ YOGESHWARAN SUDHARSAN
- ☐ RAAVI NATHAN KUMAR
- ☐ VISAKAN VP
- ☐ SRI ARAVINDAN V



PROJECT DESIGN PHASE –II

SOLUTION REQUIREMENT

DATE	10 OCTOBER 2022
TEAM ID	PNT2022TMID10085
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	4 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 Registration through Gmail ID
2	User Confirmation	Confirmation via Email Once problem solved
3	User Login	Login via separate user id and Password
4	Admin Login	Login via user id and password provide from admin through email with Email id and Password
5	Query Form	Description of the issues Contact information
6	E-mail	Email to the agent mail id to get the credentials for login and from the customer side we can get the problem resolved
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

A top-down view of a white desk. In the top left is a small potted plant with green leaves. Next to it is a round silver container divided into sections, holding various office supplies like paper clips and pushpins. In the top right is a silver computer keyboard with a Cyrillic layout. To its right is a white Apple mouse. In the bottom left is a clipboard with a white sheet of paper and a clear pen. In the bottom center, a person's hand is visible, resting on the desk. A large blue rectangle is centered on the desk, containing the text 'Thank you!' and a small white arrow pointing to the right.

Thank you!

