

# CUSTOMER CARE REGISTRY

SOLUTION REQUIREMENT



## TEAM DETAILS:

**Team No** : PNT2022TMID54175  
**College Name** : Velalar College of Engineering  
and Technology  
**Department** : Information Technology

## PROBLEM MEMBERS :

- ☐ SRI SURYA KUMAR M
- ☐ SANGGAMESWARAN S
- ☐ VANITHA A P
- ☐ ROHIT BELLARMIN R



## PROJECT DESIGN PHASE –II

### SOLUTION REQUIREMENT

DATE	08 October 2022
TEAM ID	PNT2022TMID54175
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 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

### 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**