# **CUSTOMER CARE REGISTRY**

**SOLUTION REQUIREMENT** 



#### **TEAM DETAILS:**

Team No : PNT2022TMID54192

**College Name**: Velalar College of Engineering

and Technology

**Department**: Information Technology

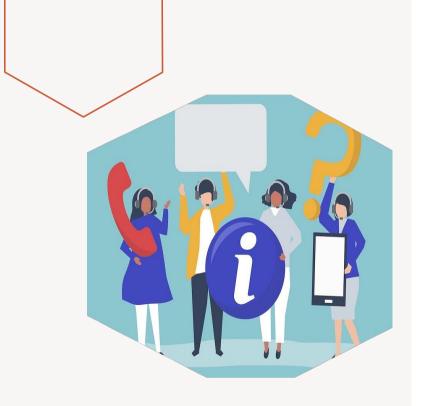
### **PROBLEM MEMBERS:**

☐ TAMILPRIYATS

☐ VIGNESH G

☐ RAVISELVAT

☐ SUMITHRA S



**Solution Architecture** 

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## PROJECT DESIGN PHASE -II

# **SOLUTION REQUIREMENT**

DATE	08 October 2022
TEAM ID	PNT2022TMID54192
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	4 Marks

Solution Requirements

# **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

**Solution Requirements** 

# 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** 

