CUSTOMER CARE REGISTRY

FUNCTIONAL REQUIREMENT

TEAM INFO

- **TEAM LEAD**   : JANANI V
- TEAM MEMBER 1   : INDHU J
- TEAM MEMBER 2   : HARIPRIYABALA M
- TEAM MEMBER 3   : JOTHI A

TEAM ID: PNT2022TMID31329

COLLEGE NAME: DR NGP INSTITUTE OF TECHNOLOGY

DEPARTMENT: COMPUTER SCIENCE AND ENGINEERING

FUNCTIONAL REQUIREMENT

S.No	QUESTIONS	DESCRIPTION
01	User Registration	Registraion through Form Registration through Gmail REgistration through MobilePhone
02	User Confrmation	Confirmation /verification link via Email confirmation /verification code via mobile phone
03	Sign In (USER)	Sign In with Username and Password Sign In via Google

FUNCTIONAL REQUIREMENT

S.No	QUESTIONS	DESCRIPTION
04	Sign In (ADMIN)	Sign In with Username and Password Sign In via Google
05	Query Form	Description of the issues contact form
06	Feedback	Customer Feedback via rating Customer Feedback via Form

NON FUNCTIONAL REQUIREMENT

S.No	QUESTIONS	DESCRIPTION
01	Usability	To provide a solution to a problem
02	Security	Track of login authentication
03	Reliability	Tracking of decade through mail
04	Performance	Effective development of web application
05	Availability	24/7 service
06	Scalability	Agent scalability as per the customers