CUSTOMER CARE REGISTRY

SOLUTION REQUIREMENT

TEAM DETAILS:

Team No   :   PNT2022TMID31553
College Name: DR NGP INSTITUTE OF TECHNOLOGY
Department: INFORMATION TECHNOLOGY

PROBLEM MEMBERS :

➤   WILSON A   ➤   BIPIN V K   ➤   CRIS CUMINS P
➤   PRATHEEKS V

Solution Requirements

PROJECT DESIGN PHASE –II

SOLUTION REQUIREMENT

DATE	10-10-22
TEAM ID	PNT2022TMID31553

Solution Requirements

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

Solution Requirements

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

Thank you