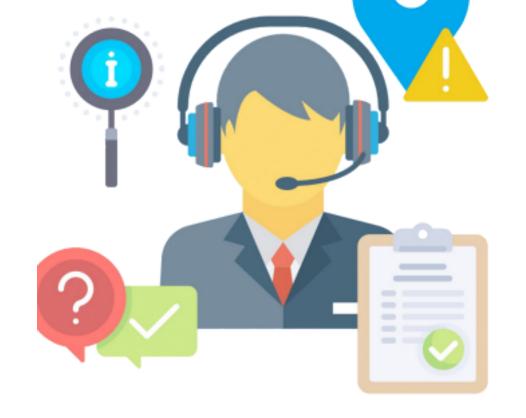# CUSTOMER CARE REGISTRY

SOLUTION REQUIREMENT

TEAM DETAILS:

Team No : PNT2022TMID49084

College Name : Sree Sowdambika College Of Engineering

Department : Computer Science & Engineering

PROBLEM MEMBERS :

❏ SOWNDHARYA J
❏ NITHYASRI S
❏ RAMALAKSHMI M
❏ PREETHY S

PROJECT DESIGN PHASE –II

SOLUTION REQUIREMENT

DATE	10 October 2022

	TEAM ID	PNT2022TMID49084
	PROJECT NAME	CUSTOMER CARE REGISTRY
	MAXIMUM MARKS	4 Marks

Solution Requirements 3

Functional Requirements:

Following are the functional requirements of the proposed solution.

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 4

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Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

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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