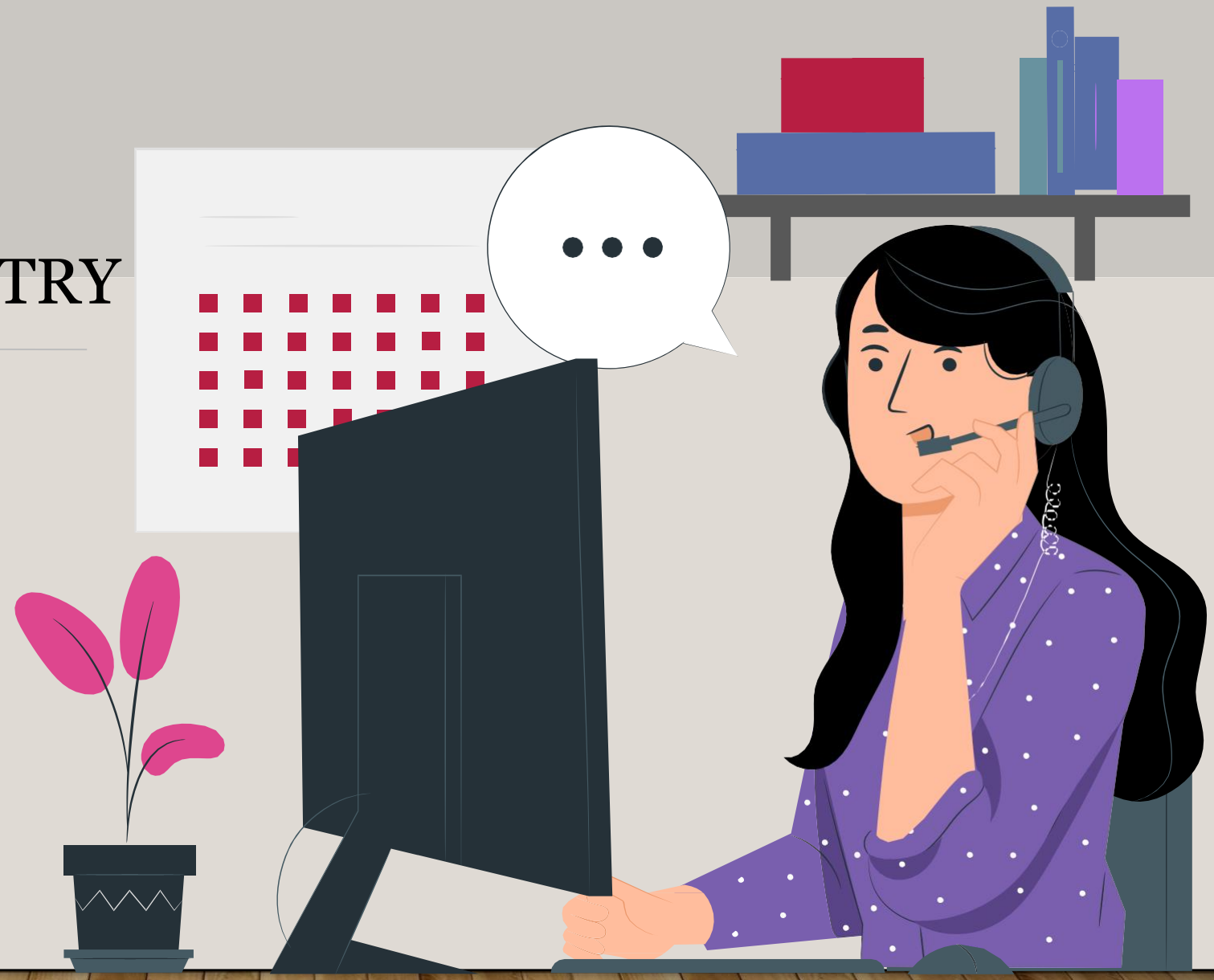
CUSTOMER CARE REGISTRY

CUSTOMER JOURNEY MAP



TEAM DETAILS :

TEAM ID : PNT2022TMID37393

College : Mohammed sathak A.J College of Engineering

Department : Computer science Engineering

TEAM MEMBERS :

T.ARIAHRAN
T.PPRAKASH
R.KARTHIKEYAN
MOHAMMED MUNSHID PP

S NO	Functional Requirement	Sub Requirement
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	Login alertness	Customer feedback

FUNCTIONAL REQUIREMENT

S 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

NON FUNCTIONAL REQUIREMENT

Thank You…