PROJECT DESIGN PHASE-II
FUNCTIONAL REQUIREMENTS

Date	23 October 2022
Team ID	PNT2022TMID29528
Project Name	Project – CUSTOMER CARE REGISTRY

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

PROJECT DESCRIPTION:

This application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An agent will be assigned to the customer to solve the problem. Whenever the agent is assigned to a customer, they will be notified with an email alert. Customers can view the status of the ticket till the services is provided.

An online comprehensive customer care solution is to manage customer interaction and complaints with the services providers over phone or through and email. The system should have capability to integrate with any services provider from any domain or industry like banking, Telecom, insurance etc.

PURPOSE:

        The main objective of this online customer care and service center software is to develop an information system to store, maintain, update and process data relating to the stop.

        It will prepare various reports to aid in smooth and speedy functioning of 'service center activities'

        The main purpose of customer care is to provide the proper service to the customer and satisfy the needs of the customer.

FEATURES AND REQUIREMENTS

1. **Omnichannel Communication Support**

   Customers can opt for any communication medium – phone, email, social media, or online chat to seek support from your organization, a good customer support system is the one that supports omnichannel communication. It not only supports multiple communication channels but ensures synchronization among these channels to hold the context of customer interactions across channels for any interaction. This gives the customers convenience and ease of interaction with the brand.

2. **Live Chat Support**

   For customers, every single query is important and should be resolved at the earliest. Online chat option is one such interaction channel that ensures quick answers, and therefore is gaining a lot of attention. Customer support systems cannot fulfil its purpose if they do not provide a proactive chat support. Organizations can implement chat support for frequently asked questions to free-up their agents from basic queries and focus on much more complex issues.

3. **Self-Service Portal**

   Customers prefer to be less dependent on companies for finding answers to the product or service-related issues. Self-service customer portal option gives the control in the hands of customers and reduces the burden of support agents by letting the customers find answers quickly from the available repository of FAQs. This feature is widely used by the customers as it offers maximum convenience and easy issue resolution.

4. **Customer Sentiment Analysis**

   Technology advancement is facilitating businesses to know their customers better than ever before. Smart customer support software's are implementing the artificial technology to determine the sentiments of customers while they are interacting with the brands. One such example is using speech-to-text technology to identify words that allows the agent to understand a customer's state. This helps to prioritize tickets for better customer experience.

5. **Up-To-Date Knowledge Base**

   Customer support agents get queries about all the different types of products and service range an organization offers in the market. It would be overwhelming for an agent to know every detail of these offerings prior to attend customer queries. And here an updated knowledge base comes into the picture. A well thought out customer support system will always have a knowledge base option to serve as easy assistance to agents while resolving support tickets in real time. Intelligent search on this information helps Agent to find better results.