

Project Design Phase-II
Solution Requirements
(Functional & Non-functional)

Team ID
PNT2022TMID45758

Project Name
Project - Customer Care Registry

CUSTOMER CARE REGISTRY

FUNCTIONAL AND NON FUNCTIONAL REQUIREMENTS

Functional Requirements

Admin

- Login
In this module, the admin can login in the system using his/her username and password.
- Add Employees
In this module, the admin can add the employee information like employee name, id, phone number, mail id, location etc.
- Add Customers
In this module, the admin can add the customer information like customer name, id, phone number, mail id, location etc.
- View Details
In this module, the admin can view the employee details, customer details and feedback details.

Employee

- Login
In this module, the employee can login in the system using his/her username and password.
- View Complaints
In this module, the employee can view the customer complaint using this application.
- Send Notification (Through Email)
The employee can sent the notification to the user through the email for

update status of the complaint using this system.

- View Feed Back

In this module, the employee can view the user feedback.

Customer

- Login

In this module, the customer can login in the system using his/her username and password.

- Post Complaint

In this module, the customer can post the internet service related complaint to this system.

- View Notification

If the employee can update the status of the complaint, the user can get the automatic notification.

- Feed Back

In this module, the user can post the feedback of products or service.

Non - Functional Requirements

Usability

The system shall allow the users to access the system with pc using web application. The system uses a web application as an interface. The system is user friendly which makes the system easy

Availability

The system is available 100% for the user and is used 24 hrs a day and 365 days a year. The system shall be operational 24 hours a day and 7 days a week.

Scalability

Scalability is the measure of a system's ability to increase or decrease in performance and cost in response to changes in application and system processing

demands.

Security

A security requirement is a statement of needed security functionality that ensures one of many different security properties of software is being satisfied.

Performance

The information is refreshed depending upon whether some updates have occurred or not in the application. The system shall respond to the member in not less than two seconds from the time of the request submittal. The system shall be allowed to take more time when doing large processing jobs. Responses to view information shall take no longer than 5 seconds to appear on the screen.

Reliability

The system has to be 100% reliable due to the importance of data and the damages that can be caused by incorrect or incomplete data. The system will run 7 days a week. 24 hours a day.