CUSTOMER CARE REGISTRY

SOLUTION REQUIREMENT

**Team Details:**

Team No : PNT2022TMID05304

College Name : PSNA College of Engineering and Technology

Department : Electronics and Communication Engineering

**Team Members:**

* Rishikeshvar Ram V
* Rajkishore G
* Santhosh Kumar P
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PROJECT DESIGN PHASE –II SOLUTION REQUIREMENT

|  |  |
| --- | --- |
| Date | 08/10/2022 |
| Team Id | PNT2022TMID05304 |
| Project Name | CUSTOMER CARE REGISTRY |
| Maximum Marks |  |

FUNCTIONAL REQUIREMENTS:

Following are the functional requirements of the proposed solution.

|  |  |  |
| --- | --- | --- |
| S.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 |

NON-FUNCTIONAL REQUIREMENTS:

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

|  |  |  |
| --- | --- | --- |
| 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 |