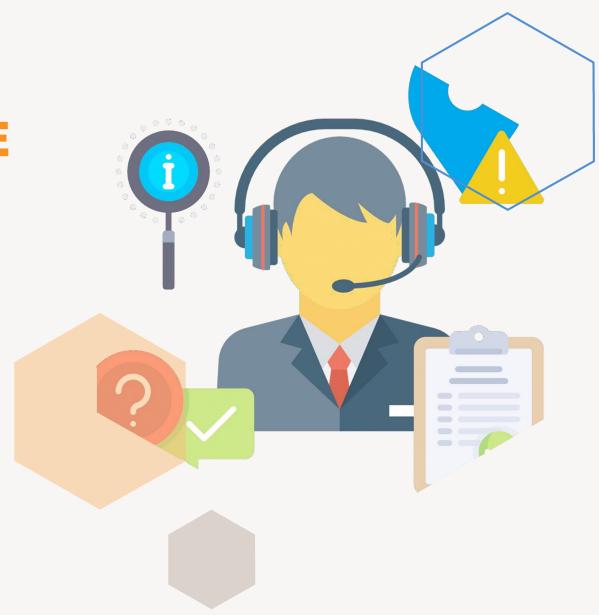
# CUSTOMER CARE REGISTRY

**SOLUTION REQUIREMENT** 



#### **TEAM DETAILS:**

Team No : PNT2022TMID05326

College Name: PSNA College Of Engineering & Technology

**Department**: Electronics and communication engineering

#### **PROBLEM MEMBERS:**

☐ SHAMIM AHAMED J

☐ SATHEESH PERIYANAN R

☐ RIYAAS MOHAMED N

☐ ROBIN SINGH D



Solution Requirements 2

### PROJECT DESIGN PHASE -II

# **SOLUTION REQUIREMENT**

DATE	08 October 2022
TEAM ID	PNT2022TMID05326
PROJECT NAME	CUSTOMER CARE REGISTRY
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MAXIMUM MARKS	4 Marks

# **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

# **Non-functional Requirements:**

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

FR 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

**Solution Requirements** 

