

CUSTOMER CARE REGISTRY



Team Details :

Team No : PNT2022TMID47308

College Name : Government College of Engineering Srirangam

Department : Computer Science & Engineering

Team Members :

- Gavaskar S
- Mahendran E
- Poongkannan P
- Prakash S



PROJECT DESIGN PHASE - II

SOLUTION REQUIREMENTS

DATE	8 October 2022
TEAM ID	PNT2022TMID47308
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARK	4 Marks

Functional requirements

Following are the functional requirements of the proposed solution:

FR No.	Functional requirements	Sub requirements(Story/Sub-task)
1	User Registration	Registration using username and password
2	User login	Login using username and password
3	Admin login	Login using username and password
4	Agent login	Login using username and password
5	Chatbot	Description of the issues contact information which is to be handled by chatbot and agent assigned.
6	E-mail	Task assignment and completeness alerts.

Non-functional Requirements

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

FR No.	Non-Functional Requirements	Description
1	Usability	To provide the solution to the problem Chatbots and the agents assigned should be able to respond to any general questions from customers regarding problems encountered, other services, etc. It quickly and effectively responds to client questions while being economical.
2	Security	Tracking the login authentication. Keeping sensitive information out of email. Well trained support staff will constantly be looking for oddities and security issues.
3	Reliability	Tracking of decade status through email. Set up the right expectations.
4	Performance	Effective development of web applications. Understand customer needs. Setting and communicating clear service standards. To delight the customers by exceeding their expectations. Analyze customer concerns and complaints.

THANK YOU!

