**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| Date | 03 November 2023 |
| Project Name | A CRM APPLICATION FOR WHOLESALE RICE MILL |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | Registration Form | * Full Name: First name and last name. * Email Address: A valid email address for communication and account recovery. * Password: A secure password that meets the store's security requirements (e.g., minimum length, special characters, numbers). * Confirm Password: To ensure the password is entered correctly. |
| FR-2 | Contact Information | * Phone Number: An optional field for customer contact. * Address: The customer's physical address, including street address, city, state, ZIP code, and country. |
| FR-3 | Personal Information | * Gender: Male, Female, Non-binary, Prefer not to say, etc. * Date of Birth: To send birthday offers or promotions. |
| FR-4 | Communication Preferences | * Newsletter Subscription: Allow customers to opt-in or out of receiving newsletters or promotional emails. |
| FR-5 | Loyalty Program | * Loyalty Card Number: If your store has a loyalty program, customers can enter their card number or ID. |
| FR-6 | Consent | * Terms and Conditions: A checkbox to confirm that the customer has read and agrees to your store's terms and conditions. |

**Non-functional Requirements:**

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

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| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | **User Interface:** The system should have an intuitive and user-friendly interface for both staff and customers.  **Accessibility:** The system should be designed to be accessible to users with disabilities. |
| NFR-2 | **Security** | **Data Security**: Customer and transaction data should be encrypted to protect against unauthorized access.  **Authentication and Authorization**: Access to the system should be restricted to authorized personnel, and their actions should be logged and monitored. |
| NFR-3 | **Reliability** | **Availability:** The system should be available for use 24/7 with minimal downtime for maintenance or upgrades.  **Fault Tolerance:** The system should be able to continue functioning in the event of hardware or software failures. |
| NFR-4 | **Performance** | **Response Time:** The system should provide quick response times for tasks like product searches, inventory updates, and transaction processing.  **Scalability:** The system should be able to handle an increasing number of products, customers, and transactions without a significant degradation in performance. |
| NFR-5 | **Compliance** | **Legal and Regulatory Requirements:** The system should comply with industry-specific regulations and legal requirements, such as those related to product labeling and ingredient disclosure. |
| NFR-6 | **Scalability** | **Load Handling:** The system should be capable of handling peak loads during promotions, holidays, or special events. |