**Project Design Phase-II**

**Technology Stack (Architecture & Stack)**

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

**Technical Architecture:**

The Deliverable shall include the architectural diagram as below and the information as per the table1 & table



**Table-1 : Components & Technologies:**

|  |  |  |
| --- | --- | --- |
| **S.No** | **Component** | **Description** |
|  | Dashboard | Upon logging in, the dashboard provides an overview of key metrics such as total sales, inventory levels, and customer statistics. It should also include important notifications and alerts. |
|  | Point of Sale (POS) Module | A product catalog with images, descriptions, and prices. |
|  | Inventory Management | Product search and filters to find items quickly. |
|  | Customer Management | Customer profiles with contact details, purchase history, and preferences. |
|  | E-commerce Integration: | If your cosmetics store has an online presence, this section allows you to manage the online catalog, process online orders, and synchronize inventory between the physical store and e-commerce platform. |
|  | Reporting and Analytics | Sales reports, broken down by product, category, or time period. |
|  | Marketing and Promotions | Tools for creating and managing marketing campaigns, discounts, and promotions. This may include integration with email marketing, social media, and customer relationship management (CRM) software. |
|  | Security and User Management | User accounts with different roles and permissions.  Password management and user access control. |

**Table-2: Application Characteristics:**

| **S.No** | **Characteristics** | **Description** |
| --- | --- | --- |
|  | User-Friendly Interface | A cosmetics store management application should have an intuitive and user-friendly interface. Staff members should be able to navigate the software easily to perform tasks like sales, inventory management, and customer interactions without significant training. |
|  | Scalability | The application should be scalable to accommodate the growth of your cosmetics store. It should handle an increasing number of products, customers, and locations without significant performance issues or disruptions. |
|  | Inventory Management | Effective inventory management features are crucial. The application should allow for real-time tracking of stock levels, automated restocking, and easy product categorization. Alerts for low stock and expiring products can help you maintain optimal inventory levels. |
|  | Sales and Transaction Processing | The application should enable smooth and efficient sales and transaction processing. This includes features like barcode scanning, receipt generation, discounts, promotions, and multiple payment options, both in-store and online. |