Project Design Phase-II

Solution Requirements (Functional & Non-Functional)

Date	02 NOVEMBER 2025
Team ID	NM2025TMID00789
Project name	CRM for Jewel Management
Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed **CRM for Jewellery Inventory System**.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Customer Management	Add, edit, and delete customer profiles. View customer purchase history and contact information.
FR-2	Inventory Management	Add and update jewellery items with type, price, and stock quantity. Automatically update stock after each sale.
FR-3	Sales & Billing	Generate invoices for purchases. Link sales data with customer and inventory records.
FR-4	Notifications & Offers	Send automatic reminders for birthdays, anniversaries, and special offers.
FR-5	Reports & Analytics	Generate sales reports, customer activity summaries, and performance charts.
FR-6	Authentication & Access	Provide role-based access for Admin, Sales Staff, and Manager.
FR-7	Data Backup	Enable regular data backup and restore functionality to prevent loss.

Non-Functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be simple and intuitive for jewellery store staff to operate with minimal training
NFR-2	Security	Customer and inventory data should be encrypted, only authorized users can access sensitive modules.
NFR-3	Reliability	System should maintain consistent performance and data accuracy even during high transaction loads
NFR-4	Performance	All operations like billing, stock updates, and report generation must occur within seconds.
NFR-5	Availability	The system must be available at all times during business hours with minimal downtime.
NFR-6	Scalability	The system should support multiple branches and thousands of customer records as the business expands.
NFR-7	Maintainability	The architecture should allow easy updates and integration of new modules like loyalty program or supplier tracking