Project Design Phase-II

**Requirements Analysis (Functional, Operational, Technical)/Flow Charts**

|  |  |
| --- | --- |
| Date | 04 Nov 2023 |
| Team ID | **NM2023TMID02492** |
| Project Name | Cosmetics Store Management |

**Functional Requirements:**

Following are the functional requirements of the analysis phase

|  |  |
| --- | --- |
| **Requirement** | **Description** |
| **Custom Object Creation** | Create custom objects for "Our Customers," "Consultants," "Retailers," and "Others" to manage customer data, order details, and employee information. |
| **User Profiles and Roles** | Set up user profiles and roles to control access and permissions for different user groups, including "Store Head" and "Billing Operator." |
| **Automation** | Implement automation using triggers, flows, and approval processes to automate coupon generation, data validation, and record updates. |
| **Reports and Dashboards** | Develop various report types, including tabular, summary, and matrix reports, to provide insights into customer data, product sales, and financial performance. Create dashboards for data visualization. |
| **Data Modeling** | Design the data model with relationships between objects to enable efficient data management, allowing the creation of customer records, order details, and coupon management. |

**Operational Requirements:**

Following are the Operational requirements of the analysis phase

| **Requirement** | **Description** |
| --- | --- |
| Hardware | The system should be compatible with standard hardware components, including servers, workstations, and mobile devices. |
| Software | The software solution should be built on the Salesforce platform. It should be compatible with popular web browsers and mobile operating systems. |
| Data Storage | The system should provide adequate data storage and backup capabilities to handle customer and product data efficiently. |
| Security | The solution must implement robust security measures, including user authentication, data encryption, and access controls, to protect customer information. |
| Scalability | The system should be scalable to accommodate the store's growth, allowing for the addition of new products and customers. |
| Integration | The solution must support integration with other systems, such as inventory management and payment processing, for seamless data exchange. |
| Reporting | The system should offer reporting and analytics tools to track sales, customer behaviour, and product performance. |
| User Interface | The user interface should be intuitive and user-friendly, simplifying data entry, product management, and customer interaction. |
| Training & Support | The project should include training for store employees on using the system effectively. Additionally, it should offer ongoing support for technical issues. |
| Compliance | The system should adhere to data privacy and compliance regulations to ensure the protection of customer information. |
| Performance | The solution should perform efficiently, with fast loading times and minimal downtime to provide a seamless customer experience. |
| Customization | The system should allow for easy customization of fields, objects, and processes to adapt to changing business needs. |
| Backup & Recovery | Regular data backups and a robust recovery plan should be in place to prevent data loss in case of system failures. |
| Mobile Access | The system should be accessible from mobile devices to facilitate on-the-go management and customer interaction. |
| Usability Testing | Usability testing should be conducted to ensure the system is user-friendly and that employees can easily navigate and use it. |
| Documentation | Comprehensive documentation should be provided to assist users in understanding and utilizing the system effectively. |
| Notifications | The system should support notifications and alerts to inform customers about product updates, offers, and order status. |
| Performance Monitoring | Ongoing performance monitoring and optimization should be conducted to maintain system efficiency. |

**Technical Requirements:**

Following are the Technical requirements of the analysis phase

|  |  |
| --- | --- |
| **Requirement** | **Description** |
| **Salesforce Developer Org** | Create a Salesforce developer org for project development and testing. |
| **Lightning App** | Create a Lightning app to brand the application and provide a customized color scheme and logo. |
| **Automation Tools** | Use Apex triggers and flows to implement automation in the system. |
| **Security and Access Control** | Configure security settings using user profiles, roles, and sharing rules to control access to sensitive data. |
| **User Training** | Provide user training and documentation for effective adoption of the Salesforce system within the cosmetics store. |
|  |  |

**Flow Chart:**

