Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	25 June 2025
Team ID	LTVIP2025TMID31434
Project Name	CRM Application for Jewel Management - (Developer)

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through Form Registration through Gmail Registration through LinkedIN
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	Item & Inventory Management	Add New Items Update Item Details View Inventory by Category Track Stock Levels
FR-4	Customer Management	Add New Customers View Purchase History Update Customer Profile
FR-5	Billing & Invoicing	Generate Bill for Purchase Add Tax and Discounts Export Invoice as PDF
FR-6	Price Management	Create Price Lists Assign Prices to Items Offer Seasonal Discounts
FR-7	Order Management	Create New Orders Update Order Status Cancel/Return Order
FR-8	Notifications	Send Purchase Confirmations Send Stock Alerts Notify Users for Offers
FR-9	Reports & Dashboard	Daily/Monthly Sales Report Inventory Summary Customer Purchase Trends
FR-10	Role Management	Define Roles (Admin, Salesperson) Set Access Levels Manage Permissions

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	Interface must be intuitive and user-friendly for shop staff and admins
NFR-2	**Security**	Secure login via OAuth and two-factor authentication; field-level security for sensitive data
NFR-3	**Reliability**	System should maintain data integrity and support error handling to avoid transaction failures
NFR-4	**Performance**	System should handle at least 100 concurrent users with <2 second page load time
NFR-5	**Availability**	99.9% uptime for Salesforce-hosted app; ensure availability during working hours
NFR-6	**Scalability**	Should support expansion to multiple stores and increasing number of users/items