Webspark CRM Functional / NonFunctional Requirements

Functional Requirements

1. **User Accounts**
   - Users can sign up, log in, and manage their profiles.
   - Admin users can invite team members and set permissions.
2. **Client Profiles**
   - Users can create profiles for clients, similar to servers in Discord.
   - Each client profile has channels for tasks, messaging, emails, and calls.
   - Users can assign team members to collaborate on specific client profiles.
3. **Communication Features**
   - Users can send and receive messages within client channels.
   - Users can send and receive emails through the platform.
   - Users can make calls from their computer using VOIP.
4. **Task Management**
   - Users can create and organize task lists for each client.
   - Tasks can have due dates and recurring reminders.
   - A "Work Mode" shows tasks for all clients the user collaborates on in one list.
5. **Collaboration**
   - Team members can edit tasks, add notes, and communicate in real-time.
   - Changes made by one person are updated instantly for everyone.
6. **File Sharing**
   - Users can upload and organize files in client channels.
   - Users can download files or export documents.
7. **Notifications**
   - Users get notifications for new messages, task updates, and changes.
   - Notification preferences can be adjusted (email, desktop, in-app).
8. **Search and Sorting**
   - Users can search for clients, tasks, and messages.
   - Task lists can be sorted by due date, priority, or status.

Non-Functional Requirements

1. **Performance**
   - The system should load tasks and messages quickly (ideally within 3 seconds).
2. **Scalability**
   - The system should support small teams but be able to grow as the business adds more clients.

3. **Availability**
   - The system should work reliably with minimal downtime.
4. **Ease of Use**
   - The interface should be simple to understand, with key features easy to find.
5. **Security**
   - User data should be protected with encryption.
   - The system should support strong passwords and optional two-factor authentication.
6. **Compatibility**
   - The platform should work on common web browsers (Chrome, Firefox, Safari).
   - It should be usable on both desktop and mobile.