# Functional Requirements

**1. Customer Management:**

* Create customer profile (personal details, order history, and complaints history)
* Retrieve customer information.
* Edit and update customer information.
* Search and filter customers (by name, email, phone number, or location).
* Segment customers based on factors (purchase frequency, order value, or region).
* Edit customer segments by authorized users.

**2. Order Management:**

* Update order status (“Processing,” “Dispatched,” “Delivered,” “Cancelled”).
* Filter and sort orders (delivery zone, order date, or rider assignment).
* Retrieve order status.
* View and access full order history for any customer.
* Track current orders and update delivery status in real time.

**3. Delivery & Dispatch Management:**

* Display live tracking of riders and delivery progress.
* Retrieve delivery status for each order.
* Generate alerts for delayed or failed deliveries.
* Log rider performance data (completed deliveries, delivery times, and feedback).
* Provide daily or weekly delivery performance reports for review.

**4. Communication & Support Hub**

* Chat or message other users
* Allow support agents to respond to messages directly from the CRM.
* Notify agents of new messages, complaints, or unresolved issues.
* Track resolution times and agent performance.
* Notify customers of order progress and delivery confirmation.

**5. Inventory & Supplier Management:**

* Track stock for each product in real time
* Record stock status for each product
* Generate low-stock alerts **“when inventory falls below the threshold”**
* Add **supplier** details (contact Information, related products)
* Edit/archive supplier details
* Record purchase orders and restocking history
* Track historical sales and demand patterns

**6. Sales & Analytics Dashboard:**

* Display sales performance metrics (Total sales, top-selling products, and revenue trend).
* Show delivery metrics (average delivery time and success rate).
* Create charts and summaries for management review (filtering by time period, product category, or location).
* Display daily or weekly delivery performance reports.