Project Design Phase – II

Solution Requirements (Functional & Non-Functional)

Date	Team ID	Project Name	Maximum Marks
01 NOV 2025	NM2025TMID04455	CRM Application for Jewel Management	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed CRM solution for Jewel Management:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Customer Registration	Register customers through form, email, or mobile number.
FR-2	Order Creation	Add jewelry items, calculate total price, and apply discounts.
FR-3	Billing & Invoice	Generate automated bills with tax and payment details.
FR-4	Stock Update	Automatically update stock after each sale.
FR-5	Payment Management	Allow multiple payment methods (cash, card, UPI).
FR-6	Report Generation	Generate daily/monthly sales and stock reports.

Non-Functional Requirements:

Following are the non-functional requirements of the proposed CRM solution:

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Interface should be simple and visually clear for all users.
NFR-2	Security	Only authorized users (admin/staff) can view or modify records.
NFR-3	Reliability	The system must update stock and sales data accurately.
NFR-4	Performance	Processes like billing and stock update must execute fast.
NFR-5	Availability	The CRM should be accessible 24×7 via Salesforce cloud.
NFR-6	Scalability	System should support additional stores or users as the business expands.