# PROJECT DESIGN PHASE – II SOLUTION REQUIREMENT (FUNCTIONAL AND NON-FUNCTIONAL)

## CRM APPLICATION FOR JEWEL MANAGEMENT – (DEVELOPER)

Date	30 June 2025
Team ID	LTVIP2025TMID31185
Project Name	CRM APPLICATION FOR JEWEL MANAGEMENT – (DEVELOPER)
Maximum Marks	4 MARKS

CRM Application for Jewellery Management			
Functional Requirements (Developer View)			
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	Product & Inventory Management	Add/Edit/Delete Jewellery Products	
		Categorize Products (Gold, Silver, Diamond)	
		Manage Inventory (stock in/out, reorder level)	
FR-4	Customer Management	Add/Update Customer Details	
		View Customer Purchase History	
		Segment Customers (e.g., Premium, Regular)	
FR-5	Dashboard & Reports	Display Sales, Revenue, Top Products	
		Downloadable Sales Report (PDF/Excel)	
		Customizable Dashboard Widgets	
FR-6	Notifications & Alerts	Low Inventory Alerts	

### FR No. Functional Requirement (Epic)

### Sub Requirement (Story / Sub-Task)

New Offer/Promotion Notifications

Reminder for Follow-Up with Customers

### Non-Functional Requirements (Developer View)

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	Simple and intuitive UI for store staff, admin, and sales team
NFR-2	Security	Data encryption, secure login, role-based access (admin/sales/user)
NFR-3	Reliability	System should function 24/7 with minimal downtime
NFR-4	Performance	Quick loading dashboard and product search (<2 sec response time)
NFR-5	Availability	99.9% uptime during business hours; mobile-accessible
NFR-6	Scalability	Capable of handling increased product, customer, and sales data as business grows