**Project Design Phase-II**

**Requirement Analysis**

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| **Date** | **02 November 2023** |
| **Github name** | **https://github.com/Nareshkumar2001/Naan-Mudhalvan-Salesforce** |
| **Project Name** | A CRM Application For Managing Loan App and Fraudulent Prevention |

**Functional Requirements:**

Following are the functional requirements of the analysis phase

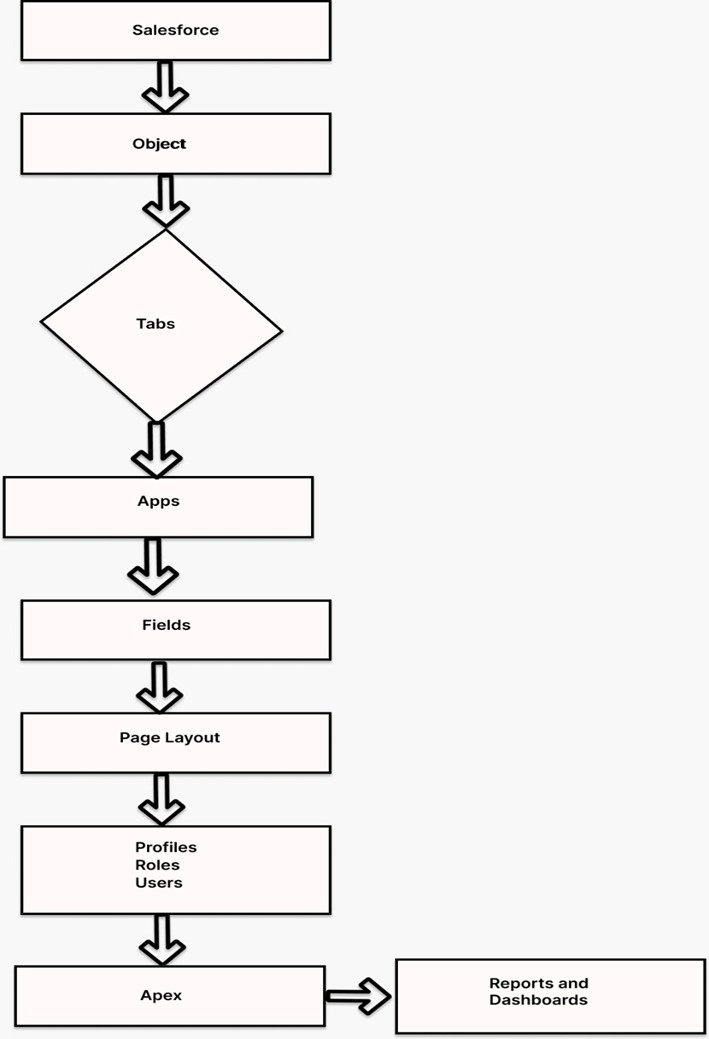
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| **FR No.** | **Functional Requirement** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | User Management | 1. User registration and authentication. 2. Role-based access control to manage user permissions. 3. User profile management, including personal and contact information. |
| FR-2 | Loan Application Management | 1. Online loan application submission. 2. Loan application tracking and status updates. 3. Automated decision-making for loan approvals or denials based on predefined criteria. 4. Loan underwriting and risk assessment. 5. Loan disbursement and repayment management. |
| FR-3 | Customer Information Management | 1. Customer profile creation and updating. 2. Verification of customer identity and contact details.. |
| FR-4 | Document Verification | 1.Ability to verify and authenticate customer-provided documents, such as identification and financial documents. |
| FR-5 | Credit Checks and Scoring | 1. Integration with credit bureau APIs to check and assess the creditworthiness of loan applicants.. |

**Technical Requirements:**

Following are the Technical requirements of the analysis phase

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| **TR No** | **Technical Requirements** | **Description** |
| TR-1 | Database Management | Implement a robust and secure database to store customer information, transaction data, and inventory details. Ensure data is stored, accessed, and updated securely. |
| TR-2 | Security Measures | Implement encryption and security protocols to protect customer data and financial transactions.  Use industry-standard security practices to prevent data breaches. |
| TR-3 | API Integrations | Connect with payment gateways, mapping services, and CRM systems through APIs. Ensure smooth and secure data exchange between the application and external services. |
| TR-4 | Scalability | Design the application to be scalable, allowing for growth in the number of users and gas stations.  Scalability should include both hardware and software components to handle increased demand. |

**Flow Chart:**

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