

## **1. Customer and Project Management**

- Performance: The system should update customer profiles and project details in under 2 seconds and work smoothly with a lot of users at once.
- Reliability: It should be available 99.9% of the time and automatically back up data to avoid losing it.
- Scalability: It should handle more customers and projects over time and allow adding new tools without issues.
- Usability: The interface should be easy to use for managing customer and project info, and it should work on mobile devices.
- Security: Only authorized users should access project data, and sensitive customer info should be encrypted.
- Maintainability: The system should be easy to update and test new features automatically.

## **2. Service and Appointment Management**

- Performance: Scheduling or changing appointments should happen instantly, and service updates should show immediately.
- Reliability: The system should always be available to avoid booking issues and send automatic reminders.
- Scalability: It should handle more services and appointment slots and allow adding new service packages without problems.
- Usability: The calendar should be easy to use, and the system should work for visually impaired users.
- Security: Only authorized users should change appointments, and payment details should be encrypted.
- Maintainability: It should be easy to update services without downtime and track errors in real-time.

## **3. Inventory Management**

- Performance: Inventory levels should update in real-time, and stock updates or alerts should happen in under 2 seconds.
- Reliability: The system should sync inventory with services and prevent errors with data checks.
- Scalability: It should support more inventory categories and allow bulk updates for large stock.

- Usability: A visual dashboard should show inventory status, and search/filter options should make it easy to find records.
- Security: Only authorized staff should change stock levels, and changes should be logged.
- Maintainability: Automatic stock alerts should reduce manual work, and the system should work with third-party suppliers.

#### 4. Employee and Career Management

- Performance: Employee records should load and update in under 2 seconds, and task updates should happen instantly.
- Reliability: The system should be available 99.9% of the time and securely store employee performance history.
- Scalability: It should handle more employees as the company grows and work with external HR and payroll systems.
- Usability: Employees and managers should have role-specific dashboards, and the system should work on mobile devices.
- Security: Sensitive HR data should be restricted by role, and payroll info should be encrypted.
- Maintainability: Performance reviews should be scheduled automatically, and the system should be easy to update.

#### 5. Customer Affairs Management (Feedback, Inquiry, Complaints)

- Performance: Inquiries and complaints should be processed in under 5 seconds, and feedback should update in real-time.
- Reliability: The system should notify staff of new inquiries or complaints instantly and send automatic responses.
- Scalability: It should handle more feedback as the customer base grows and work with social media and chatbots.
- Usability: The interface should be simple for customers to submit feedback, and it should support multiple languages.
- Security: Feedback and complaint details should be private, and only authorized staff should manage them.
- Maintainability: Old inquiries should be archived automatically, and feedback analytics should update continuously.