SoftWare Requirements Specifications

Customer Relationship Management (CRM) System

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1. Introduction

This system is intended to notify employees about their activities, help manage customers, and handle task assignments with proper role-based access.

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2. Purpose

- To manage interactions between customers including progress updates and marketing campaigns.
- To allow employees to:
    - Create and manage customers
    - Create and manage tasks
    - Handle user roles and responsibilities

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3. Requirements

Functional Requirements

- **Customer Management**
    - Ability to create, view, edit, delete, and filter customers.
- **Task Management**
    - Display pending tasks to the user.
    - Notify users about new or scheduled tasks.
- **Email Notification**
    - Notify users via email about upcoming or pending tasks.

Non-Functional Requirements

- **Security**
    - Protect user data and ensure access is role-based.

- **Scalability**
    - System should support a growing number of users and data entries.
- **Performance**
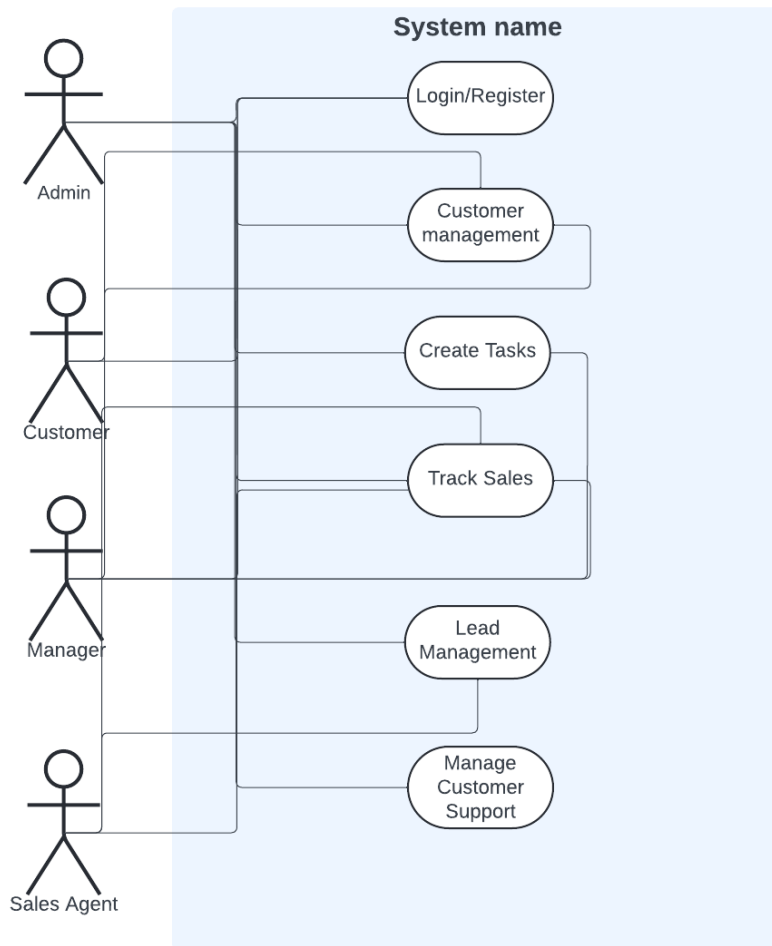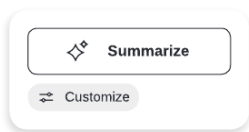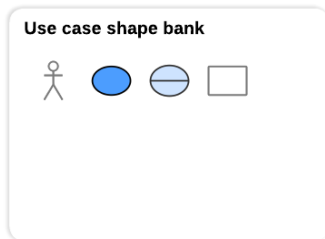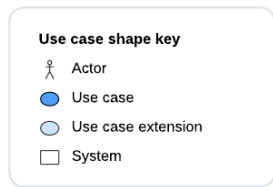   - The system should remain responsive and perform well under normal load.

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4. System Overview

- **Minimum Internet Speed**: 7 Mbps
- **Supported Browser**: Google Chrome

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5. Technology Stack

- **Frontend**: React.js
- **Backend**: Spring Boot

Use Case Diagram:

Use case shape key

- ☥ Actor
- 🔵 Use case
- 🔵 Use case extension
- ☐ System

Use case shape bank

Summarize

⇄ Customize

System name

- Login/Register
- Customer management
- Create Tasks
- Track Sales
- Lead Management
- Manage Customer Support

Actors: Admin, Customer, Manager, Sales Agent

Sequential Diagram: