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**Functional Requirement Document (FRD)**

**Project Title: Jahagirdaar Properties CRM (Website & Application)**

1. **Team Size: 7 Employees**

* **Business Analyst**: 1
* **Project Lead**: 1
* **Frontend Developers**: 3
* **Backend Developers**: 2
* **Database Administrator**: 1
* **QA Tester**: 1

1. **Timeline:**

* **13 Weeks :**
* **12 Weeks for Development**
* **1 Week for Testing & Deployment**

1. **Technology Stack:** **MERN (MongoDB, Express.js, React.js, Node.js) for CRM.**

**(React, Vite) for the Website.**

1. **Introduction :**

The purpose of this document is to define the functional requirements for Jahagirdaar Properties' CRM system and website. This project caters to two main types of users: Real Estate Channel Partner Firms and Property Management Firms. The CRM will help manage leads, properties, commissions, and collaboration, while the website will act as a platform for showcasing properties and enabling tenant interactions.

Jahagirdaar Properties, a leading real estate channel partner firm, seeks a comprehensive solution comprising a CRM system and a responsive website to optimize their operations and enhance customer experiences. This project will address the needs of real estate channel partners and property management firms by providing tools for lead management, property handling, commission tracking, tenant management, financial operations, and legal compliance. The website will act as a bridge between property buyers/renters and the firm's services by offering an interactive platform for property listings and transactions.

This document outlines the functional and non-functional requirements for the project, detailing tasks for team members and ensuring alignment among stakeholders.

1. **Project Overview** **:**

The project has two key components:

* 1. CRM System:
* Designed for Real Estate Channel Partners and Property Management Firms to manage leads, properties, commissions, tenants, maintenance, and reporting.
  1. Website:
* A user-friendly interface to list properties, facilitate searches, provide virtual tours, and handle inquiries and transactions.

1. **Functional Requirements :**

**CRM Functional Requirements :**

1. **Lead Management :**

* A Capture leads from multiple sources (web forms, phone calls, social media).
* Assign leads to agents or teams.
* Prioritize leads based on engagement levels.
* Automate reminders and follow-up notifications.

1. **Property Management:**

* Add property listings with details (name, location, size, price, amenities, images, virtual tours).
* Enable virtual tours and 3D views.
* Track property inquiries, viewings, and tenant interest.

1. **Commission Tracking:**

* Calculate commissions for agents and partners.
* Automate payment schedules.
* Track pending, paid, and overdue commissions with automated payment schedules.

1. **Communication and Collaboration:**
   * Facilitate messaging between agents, property management teams, and clients.
   * Share updates, notifications, and documents in real time.

**Website Functional Requirements :**

1. **User-Friendly Interface:**
   * Responsive design for mobile, tablet, and desktop.
   * Simple and intuitive navigation.
2. **Property Listings:**
   * Display detailed property information (images, descriptions, pricing, location).
   * Provide virtual tours and 3D views.
3. **Advanced Search Filters:**
   * Search properties by location, price range, type, and size.
4. **Contact and Inquiry Forms:**
   * Enable users to submit inquiries and message agents directly.
5. **Secure Online Transactions:**
   * Integrate payment gateways for property bookings or rent payments.
6. **Social Media Integration:**
   * Share properties on social platforms and enable social login for users.
7. **Customer Support:**
   * Include live chat and email support options.
8. **Non-Functional Requirements :**

* **Performance:** Handle up to 10,000 concurrent users.
* **Scalability:** Easily accommodate user and data growth.
* **Security:** Ensure encrypted transactions and compliance with GDPR.
* **Availability:** 99.9% uptime.
* **Response Time:** Load pages and reports within 3 seconds.

1. **System Design Overview :**
2. **CRM System :**

* Frontend: React.js
* Backend: Node.js with Express.js
* Database: MongoDB
* File Storage: Cloudinary for property images and documents.

**2. Website :**

* Frontend: React.js and Vite
* Backend: Node.js for contact forms and inquiries.
* Integrations: Payment gateways, social media APIs, virtual tour tools.

1. **Detailed Team Responsibilities :**
   1. **Frontend Developers (3 Members) :**

* **Developer A:**
  + Design and implement the CRM user interface using React.js.
  + Develop responsive layouts for the website.
* **Developer B**:
* Integrate advanced search filters and property listing modules.
* Ensure compatibility across devices and browsers.
* **Developer C**:
* Implement virtual tours and 3D visualization.
* Optimize user experience with smooth navigation.

#### Backend Developers (2 Members) :

* **Developer D**:
* Build server-side logic for CRM features (Node.js and Express.js).
* Develop APIs for lead management, property details, and reporting.
* **Developer E**:
* Integrate payment gateways and social media APIs.
* Ensure secure data transactions and compliance with security standards.

#### Database Administrator (1 Member) :

* **Administrator F:**
* Design and maintain the database schema using MongoDB.
* Optimize database queries for fast response times.
* Ensure data backup and recovery mechanisms are in place.

#### QA Tester (1 Member):

* **Tester G**:
* Develop and execute test cases for functional and non-functional requirements.
* Perform cross-browser and device compatibility testing.
* Conduct security and performance testing to meet industry standards.

#### Timeline Breakdown :

|  |  |
| --- | --- |
| **Week** | **Tasks** |
| 1-4 | CRM: Lead management, Property management features |
| 5-8 | CRM: Commission tracking, Reporting modules |
| 9-10 | Website: Frontend and backend integration |
| 11 | Finalize all modules and conduct internal testing |
| 12 | Prepare for deployment; conduct client review |
| 13 | Testing & deployment; resolve issues identified during testing |

1. **Acceptance Criteria :**

The project will be accepted when:

* The CRM meets all functional requirements for lead, property, commission, and tenant management.
* The website includes all requested features like search filters, virtual tours, and inquiry forms.
* All systems are secure, responsive, and user-friendly.

1. **Conclusion :**

This document serves as a blueprint for the Jahagirdaar Properties CRM and website project. By adhering to these detailed requirements and task assignments, the team will deliver a robust and user-friendly solution tailored to the client’s needs.