# Solution Requirements:

## Solution Requirements (Functional & Non-functional)

**Date**: 24 June 2025

**Team ID**LTVIP2025TMID30581

**Project Name**: CRM Application for Public Transport Management System using Salesforce

**Maximum Marks**: 4 Marks

## Functional Requirements

Following are the functional requirements of the proposed solution.

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | Bus Station Management | Create and manage bus station records  Add location, facilities, and categorization details |
| FR-2 | Bus Management | Add and update bus details  Assign bus stations and define capacity and category |
| FR-3 | Trip Management | Create and schedule trips  Assign driver and conductor, record arrival and departure |
| FR-4 | Ticket Fare Management | Add/edit/delete employee records  Assign roles and link to bus station |
| FR-5 | Employee Management | Enforce data integrity via validation rules and flows Automate calculations like age, retirement date |
| FR-6 | Automation & Validations | Generate reports for flights, passengers, revenue Create dashboards for airline operations |
| FR-7 | Reports & Dashboards | Generate reports for employee data and trip statistics  Create dashboards for operational metrics and revenue |

## Non-functional Requirements

Following are the non-functional requirements of the proposed solution.

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| **NFR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | Usability | User-friendly interface via Salesforce Lightning |
| NFR-2 | Security | Role-based access, field-level security, profile control |
| NFR-3 | Reliability | High data consistency through Salesforce CRM platform |
| NFR-4 | Performance | Efficient SOQL queries and optimized Flows for faster performance |
| NFR-5 | Availability | 99.9% uptime via Salesforce Cloud infrastructure |
| NFR-6 | Scalability | Scales automatically with Salesforce multi-tenant architecture |