

Tech Specs.Pdf

Technical Specifications for CRM and E-Commerce Platform Integration

Integration Overview:

This document outlines the key technical specifications required to integrate a CRM system with an e-commerce platform, focusing on data synchronization, security, and performance.

1. API Architecture

The CRM system should provide RESTful APIs to allow seamless data exchange with the e-commerce platform. JSON format is preferred for data transmission.

Example:

The CRM API will allow the e-commerce system to update customer records in real time, ensuring that all platforms have consistent data.

2. Security Requirements: OAuth, Encryption

Security protocols include OAuth 2.0 for authentication and SSL/TLS for data encryption during transmission. Customer data should be encrypted both in transit and at rest.

3. Data Sync and Customer Information

The CRM and e-commerce platform will sync customer information every 10 minutes to ensure all systems are up-to-date with recent interactions and purchases.

4. Performance and Scalability

The integration must handle up to 10,000 simultaneous requests with sub-second response times. The system should be scalable to support growing user traffic.

5. Technical Roadmap for Integration

Phase 1 will involve setting up API connections, while Phase 2 will focus on testing data synchronization across platforms.