Requirement Analysis
Solution Requirements (Functional & Non-functional)

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Project Name	HandsMen Threads – Elevating the Art of Sophistication in Men's Fashion

Solution Requirements:

Solution Requirements specify what is needed to build and implement the solution to meet both the **business needs** and the **functional/non-functional requirements** of the CRM system.

Functional Requirements:

These define **what the system should do**. The following are the functional requirements for the **HandsMen Threads** CRM system.

ID	Requirement	Description
FR-1	User Management	Allow sales staff, inventory managers, marketers, and admin users to register, log in, and access their dashboards based on roles.
FR-2	Customer Management	Create and manage customer records with fields like name, email, phone, and loyalty tier.
FR-3	Product & Inventory Management	Allow NGOs/Donors to submit and record food availability data including food type, quantity, and expiry details.
FR-4	Order Processing	Record new orders with auto-generated IDs, validate fields, and trigger stock update and confirmation emails.
FR-5	Loyalty Tier Tracking	Automatically update customer loyalty levels based on order history using scheduled flows.
FR-6	Campaign Management	Allow marketing team to create, schedule, and track promotional campaigns
FR-7	Reports & Dashboards	Generate real-time dashboards for order trends, inventory status, customer tiers, and campaign performance.
FR-8	Role-Based Access	Implement role-specific visibility and permissions using Salesforce Profiles and Permission Sets.
FR-9	Feedback Collection	Enable users/customers to submit feedback on orders or campaigns for quality improvement.

Non-Functional Requirements:

These define how the system performs its tasks.Following are the non-functional requirements of the proposed solution

FR No.	Non-Functional Requirement	Description
NFR-1	Performance	The system should respond to actions within 2 seconds and load reports in under 5 seconds for typical datasets.
NFR-2	Scalability	Should handle an increasing number of customers, orders, and campaigns without performance issues.
NFR-3	Security	Enforce role-based access controls, secure authentication, and restrict data visibility per Salesforce sharing rules.
NFR-4	Usability	Interfaces should be intuitive, mobile-friendly, and designed with clear navigation for staff and customers
NFR-5	Availability	Ensure the system maintains at least 99.9% uptime for sales and inventory operations.
NFR-6	Data Accuracy	Maintain accurate order records, stock levels, and loyalty tier calculations with automated updates.
NFR-7	Maintainability	Admin should be able to modify workflows, objects, or dashboards using point-and-click tools without code changes.
NFR-8	Compliance	The CRM must comply with retail data privacy laws (e.g., GDPR, India DPDP Act) and Salesforce data protection policies.