

PROJECT DESIGN PHASE – II

Solution Requirements (Functional & Non-Functional)

Date	1 November 2025
Team ID	NM2025TMID08998
Project Name	CRM Application for Jewel Management
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Jewellery Item Management	Create and categorize jewellery items Define item attributes (weight, purity, price) Upload product images
FR-2	Inventory Tracking	Real-time stock level monitoring Update inventory after each transaction Track items across multiple categories
FR-3	Sales Transaction Processing	Record customer purchase details Generate invoice automatically Link transaction to customer record
FR-4	Customer Data Management	Register customer information Maintain purchase history Store contact and preference details
FR-5	Stock Alert System	Trigger low-stock notifications Alert for high-value item movements Send reorder reminders
FR-6	Report Generation	Generate sales summary reports Create inventory valuation reports Produce customer analysis reports
FR-7	Dashboard Visualization	Display real-time sales metrics Show stock status by category Present customer trends graphically
FR-8	Workflow Automation	Auto-update inventory on sale completion Send purchase confirmation emails Apply validation rules for data entry
FR-9	User Role Management	Define access levels for staff Assign roles (Admin, Sales, Manager) Control permissions for sensitive data
FR-10	Search and Filter	Search items by name, category, or ID Filter transactions by date range Sort records by various parameters

Non-functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be intuitive and user-friendly for jewellery store staff with minimal training requirements. Navigation should be simple and consistent across all modules.
NFR-2	Security	Only authorized users can access sensitive pricing and customer data. Role-based access control must be implemented to protect inventory and sales information.
NFR-3	Reliability	The system must maintain data consistency and accuracy at all times. All transactions should be recorded reliably without data loss or corruption.
NFR-4	Performance	The system should process transactions and update inventory within 2-3 seconds. Dashboard and reports must load quickly even with large datasets.
NFR-5	Availability	The CRM application should be accessible 24/7 with 99.5% uptime to support continuous business operations across different shifts.
NFR-6	Scalability	The system should accommodate growing inventory (10,000+ items), increasing transactions, and multiple store locations without performance degradation.
NFR-7	Data Integrity	All inventory calculations must be accurate. The system should maintain referential integrity between related objects (items, categories, customers, transactions).
NFR-8	Maintainability	The application should be easy to update and modify. Changes to fields, workflows, or reports should not require extensive technical expertise.
NFR-9	Compatibility	The system must be accessible from desktop browsers, tablets, and mobile devices to support field sales and inventory management.
NFR-10	Compliance	The solution must comply with data privacy regulations and maintain audit trails for all critical operations and transactions.