Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	8 JUNE 2025
Team ID	NM2025TMID01112
Project Name	CRM Application for jewel mangement development
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	Customer Registration	Customer can register using a form with personal details, or data can be added by admin.
FR-2	Product & Inventory Management	Admin can add new jewelry items, update stock quantity, and categorize products (e.g., gold, silver, diamond).
FR-3	Sales & Billing	Sales staff can generate bills, calculate total prices (with tax/discount), and store sales data in the system.
FR-4	Customer Relationship Tracking	System maintains purchase history and allows tracking of customer preferences and loyalty.
FR-5	Report Generation	Admin can generate daily, weekly, and monthly sales reports and analyze profit trends.
FR-6	Secure Access Management	Role-based login for admin, sales staff, and inventory manager with password authentication.
FR-7	Notification System	System sends low-stock alerts and order confirmation notifications to admin or customers.
FR-8	Data Backup & Recovery	CRM system performs regular backups to prevent data loss and allows quick recovery of critical information.

Non-Functional Requirements

Following are the **non-functional requirements** of the proposed CRM solution. These requirements ensure the system operates efficiently, securely, and reliably while providing a smooth experience for jewelry business users.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be simple, user-friendly, and easy to navigate for admins, sales staff, and inventory managers.
NFR-2	Security	Only authorized users with valid credentials should be able to access sensitive data such as sales, customer details, and inventory.
NFR-3	Reliability	The system must consistently record, process, and retrieve data accurately without loss or corruption.

NFR-4	**Performance**	The CRM should perform all operations — like billing, inventory updates, and report generation — quickly without noticeable delay.
NFR-5	**Availability**	The system should remain accessible during business hours and ensure minimal downtime for maintenance or updates.
NFR-6	**Scalability**	The system should be capable of handling increased data loads, such as more customers, jewelry products, and sales records, as the business grows.
NFR-7	**Data Integrity**	All data transactions must be validated to ensure no duplication or incorrect entries occur in the database.
NFR-8	**Maintainability**	The CRM system should be easy to update, debug, and extend with new modules or features when required.