

Project Design Phase-II
Solution Requirements (Functional & Nonfunctional)

Date	27 OCT 2025
Team ID	NM2025TMID01965
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 Inventory Management	Add new jewellery items with attributes such as type, weight, metal, and price. Update existing stock quantities and pricing.
FR-2	Customer Management	Register and manage customer profiles, including contact details and purchase history. Track customer preferences for personalized marketing.
FR-3	Sales Transaction Management	Record each sale transaction with item, quantity, and payment details. Generate invoices automatically.
FR-4	Automation & Alerts	Trigger email alerts and notifications for low stock and new customer registrations. Implement validation rules to ensure data accuracy.
FR-5	Reports & Dashboards	Generate sales performance reports and visualize jewellery stock through dashboards. Provide date-wise and item-category filters for analytics.
FR-6	User Roles & Permissions	Restrict access based on roles (Admin, Sales Executive, Manager). Ensure secure login and record-level data visibility.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be simple, intuitive, and user-friendly for jewellery staff.
NFR-2	Security	Only authorized users can access and modify customer or sales records.
NFR-3	Reliability	The CRM must ensure that inventory and sales data are updated accurately at all times.
NFR-4	Performance	All operations (inventory updates, automation flows, and dashboards) should execute within seconds.
NFR-5	Availability	The system should remain available 24/7 through Salesforce's cloud infrastructure.
NFR-6	Scalability	The CRM should support increasing numbers of customers, products, and sales without performance issues.
NFR-7	Maintainability	The system should be easy to update, customize, or extend with new Salesforce modules.
NFR-8	Portability	The application should run seamlessly across desktop, tablet, and mobile Salesforce interfaces.