

## 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.

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